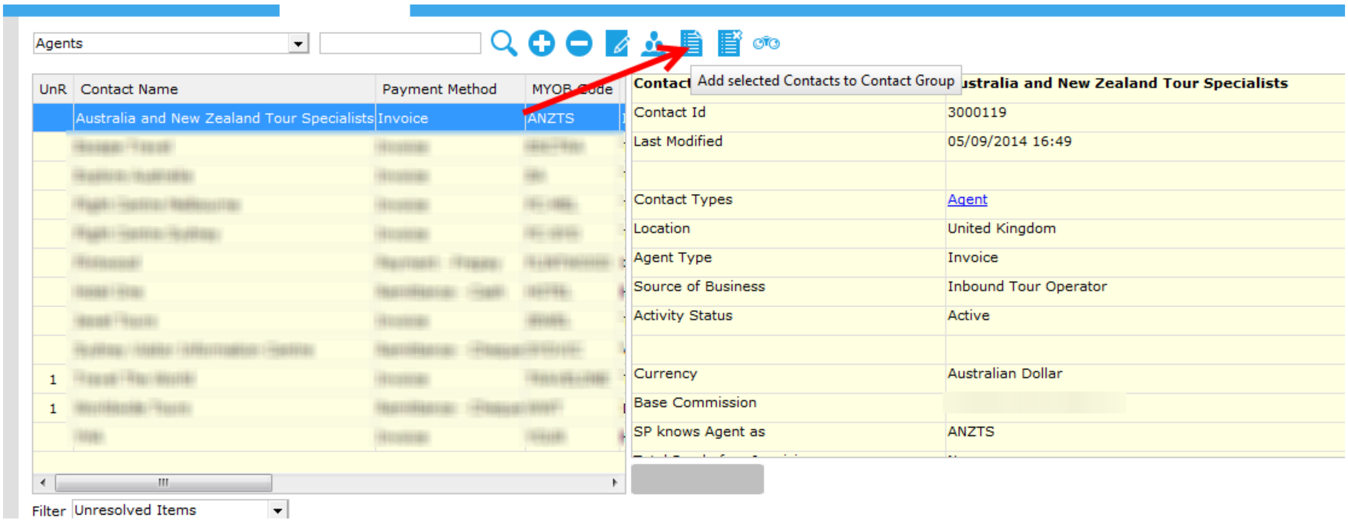
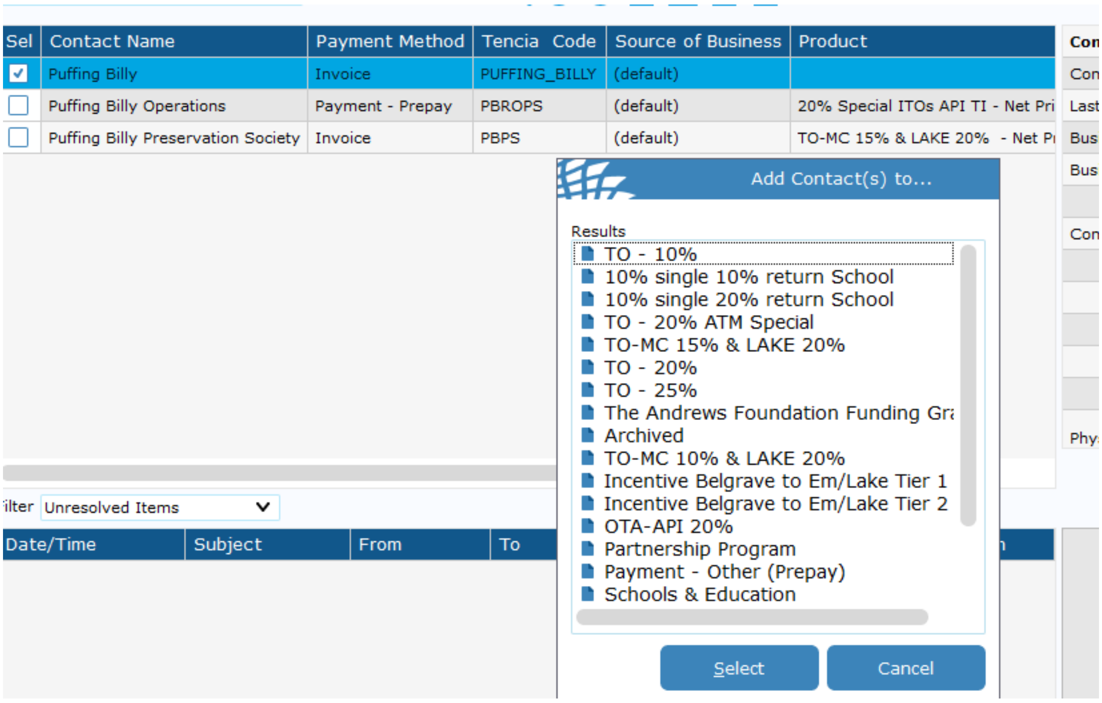
How to: Assign or Remove Contacts/Agent to Contact Group(s)

1. Find the **Contact** you wish to allocate to a Contact group

2. Select the icon



3.

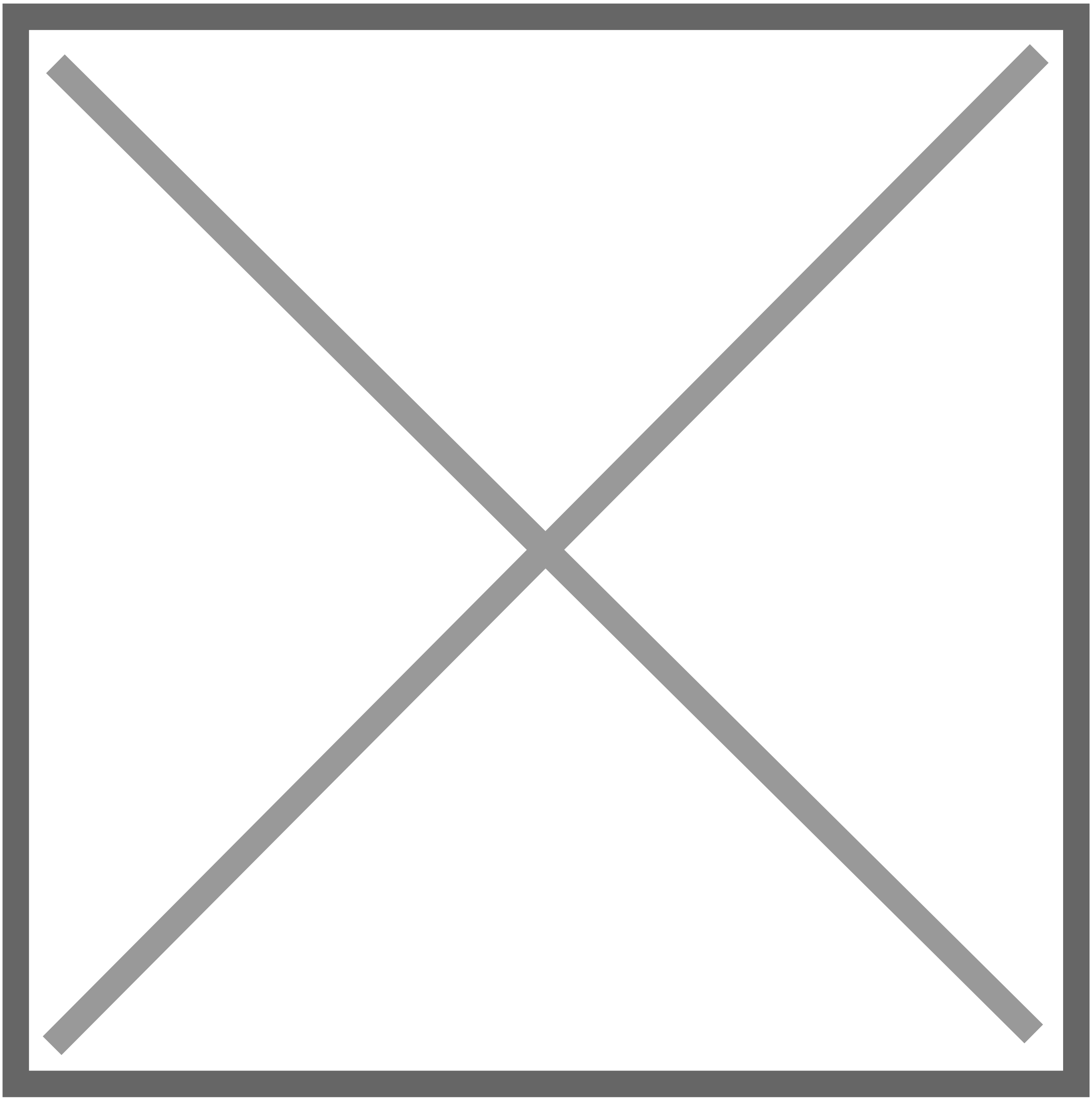


- This will pop up the list of Contact Groups that can be allocated, double click on the one you wish to add
- Repeat until you have added all the Contact Groups you wish to.

> You can add multiple Contacts (agents) to a Contact Group at the same time. However, you **cannot** add multiple **Groups to a Contact,** this has to be done one at a time.

To remove a contact group from a contact

- Right click on the Contact Group you wish to remove
- Select Delete



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