Click on AGENTS

A screenshot of a computer

Description automatically generated with low confidence

Then GROUPS

Graphical user interface, application

Description automatically generated

Click on the specific queue you want to add to

Graphical user interface, text, application, email, website

Description automatically generated

Click into the AGENTS box , add Agents from the drop down and SAVE

Graphical user interface, application, Word

Description automatically generatedto ADD Agents to Queue Groups