



## Teams

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- [Teams, on page 1](#)

## Teams

A team is a grouping of agents in Cisco Webex Contact Center. Teams that have been created in the Provisioning module of the Cisco Webex Contact Center portal are listed on the LCM **Team Mapping** page.

When you create a Preview campaign, you must assign one or more teams to the campaign. You can also assign teams to a Preview campaign on the Team Mapping page.

To see which campaigns are assigned to a team :

1. Click **Teams** in the menu pane on the left to open the **Team Mapping** page.
2. Click the **Expand** button to the left of a team name.

To assign a team to a campaign:

1. Click **Edit** in the **Action** column for the team you want to assign to a campaign.
2. On the **Campaign Mapping** screen that opens, select one or more preview campaigns.

