Filter Teams
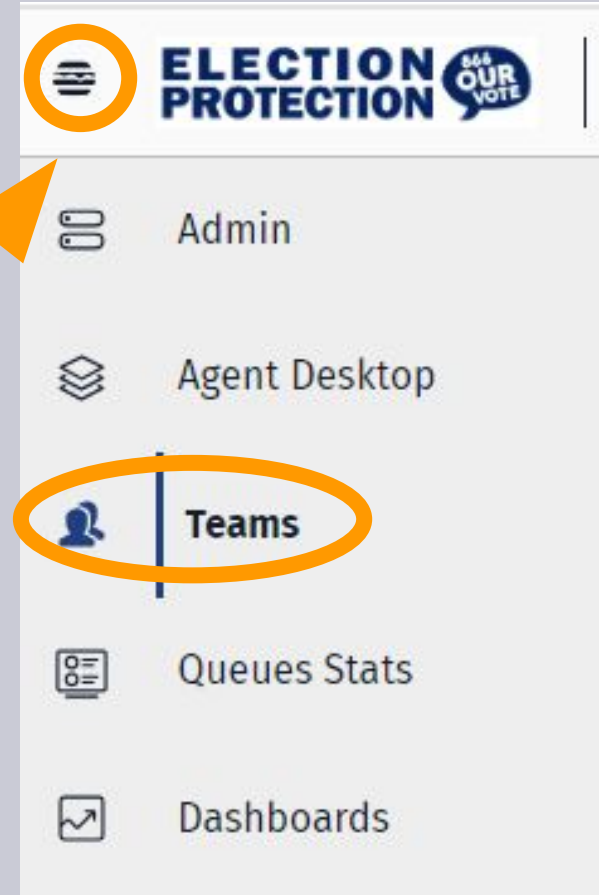
In Twilio

- Click on teams icon in left panel

- Or, click on the Hamburger icon in left panel
- Click on Teams

ELECTION PROTECTION 866 OUR VOTE

Admin

Agent Desktop

Teams

Queues Stats

Dashboards

Filter Teams: Step 2

Filter Button
- Click on the Filter button on the upper right

Select What to Filter for
- Click the down arrow next to activities and/or skills
- Click box next to each selection

Apply
- Click apply button to load filter

FILTER

Filter

▾ Activities
selected

☐ Offline

☑ Available

☑ Unavailable

☑ Break

☑ Captain or Lead

▸ **Skills**
Any

Viewing 7 agents   RESET   APPLY

Filter by Contact Center

Filter for your Contact Center/Region

1. Follow previous steps

2. Open Skills

3. Type the name of the region or contact center in the box

4. Click on name in list

5. Click Apply

Filter   ✕

▸ **Activities**
4 selected

▾ **Skills**
Any

eas

East_Regional
South_East_Regional
Southeast_Regional

Viewing 2 agents   RESET   APPLY