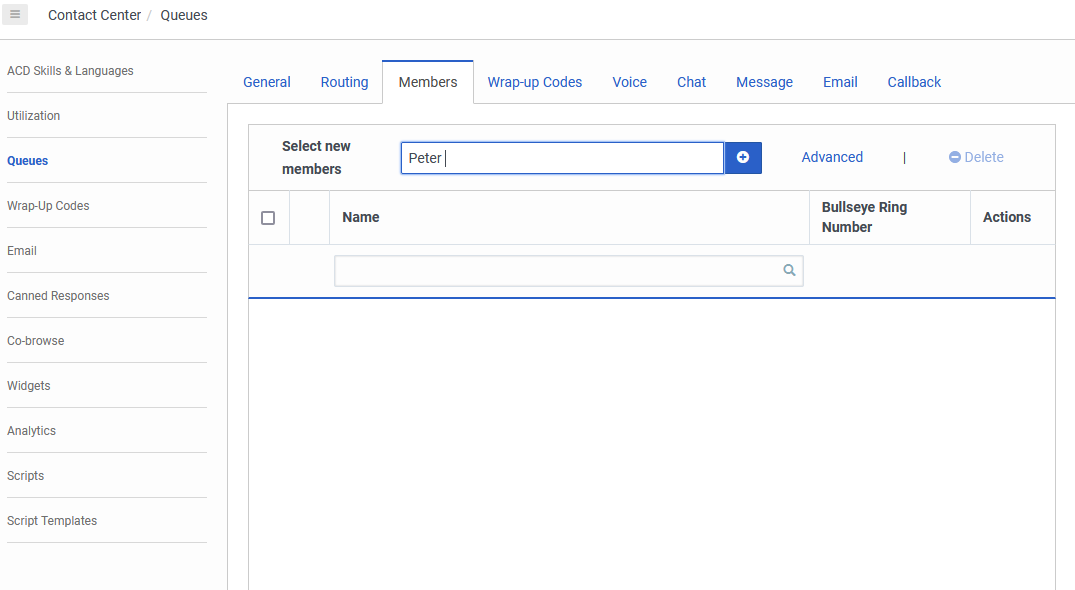
The *Queues* container within the Contact Center module provides Supervisors and Administrators easy access to queue membership, Wrap-Up Codes and other settings related to the ACD queue. It is a very simple process to add a new member to a queue: First, search their name within the search bar and hit the blue plus sign!



Supervisors can also add the queue at the *person* level. The Queues tab on the User’s profile shows all of the available Queues that they could be added to, and each queue just needs to be clicked in the assigned column for that user to become apart of that queue.

