

# Create & Manage Queue Groups within Realtime

Realtime users are now able to create groupings of queues based on their team structure. Each group contains aggregated performance data for all queues in the group.

## Creating Queue Groups

Queue groups can be created from Realtime. The groups created are unique to a user, and won't be seen by other Admin users. Each created group can be edited or deleted at any time.

The screenshot shows the Realtime Admin Dashboard with a 'Channels' dropdown set to 'All'. A settings menu is open, showing 'Queue Groups' and 'Queue Visibility' options. The main content area displays performance metrics for two queue groups:

Service	
ASSIGNED TO AGENT	369
QUEUED	1245
CURRENT OCCUPANCY	94.5%
AVG CURRENT TIME IN QUEUE	05:19:45
KEY METRICS SINCE 12:00 AM EST	
Avg Wait Time	03:17
Avg Time to Assign	02:19

Small Business	
CONNECTED TO AGENT	187
WAITING IN QUEUE	22

### Groups Settings

To manage Queue Groups, click the [Settings](#) icon in Realtime, and select [Queue Groups](#)

The 'Customize Queues' dialog box is shown, featuring a 'Create New' button and a list of queue groups to be created:

- All EAST Service Queues
- All WEST Service Queues
- Sales & Retention
- All Residential
- All SMB

### Creating a Group

To create a new group, click [Create New](#).

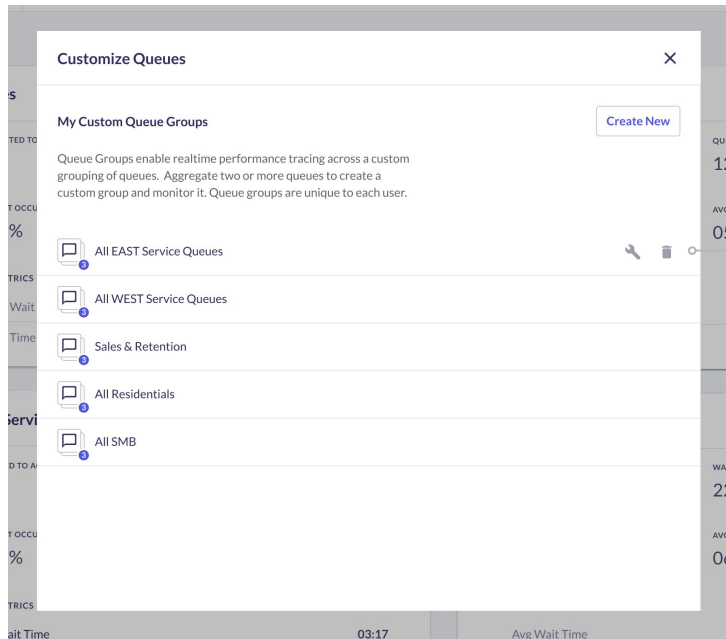
**Assigning Queues**  
Give your Queue Group a **Name**, then select which queues should be included in the group. When done, click **Save**.

**Viewing a Queue Group**  
The newly created group can be accessed by **clicking its tile** on the Realtime Overview page.

**Queue Group Data**  
Aggregated data for all queues included in the group can be accessed by the user who created the queue group.

### Managing Queue Groups

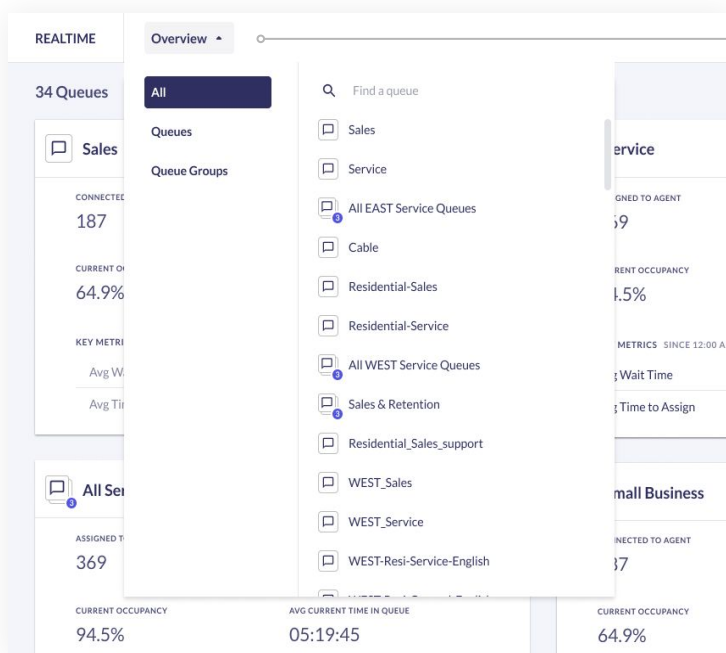
Users can edit or delete only the groups they created. Changes made to queue group settings will not impact queue-level data in Realtime..



**Managing Actions**  
 Each queue group can be edited by it's creator. To edit a group, hover over it and click the **Edit icon**. To delete a group, click the **Delete icon**.

### Navigation Update

To improve how users access and navigate to queues, the Realtime nav has been upgraded.



**The New Nav**  
 Queues are categorized to differentiate between single queues and queue groups. Users can also search for a queue or group.