# Group Configuration – Implementation Tips

* Include group managers in the design process—they offer vital insights into routing logic.
* Use consistent naming conventions, such as 'Tier 1 – IT Support' instead of just 'IT'.
* Update group membership regularly—review monthly or quarterly during access audits.
* Use groups in Workflow Automator to drive assignments, approvals, and escalations.
* If skill routing is needed, simulate this using custom fields (e.g., 'Request Type') + workflow logic.
* Document the purpose and ownership of every group to support long-term governance.
* Review and align group time zones with business hour profiles to ensure SLA accuracy.