# Group Configuration Working Session – Agenda

Purpose: Define and structure support groups in Freshservice to enable routing, visibility, and operational ownership.

Agenda Topics:

* Overview of current support structure
* Identify logical groups (by function, module, or region)
* Assign Group Managers and define escalation responsibilities
* Plan for skill-based logic via ticket fields and workflows
* Configure group properties: business hours, auto-assignment, notifications
* Integrate groups with Workflow Automator
* Define governance: updates, audits, naming conventions