

User Groups

Under Real-time User Groups you can see the number of agents per status per user group

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User Groups ?

Filter:








User Group	Ready	Connecting	Connected	Busy	Wrap-up	No Answer	Pause	Logged Off
Admins	0	0	0	0	0	0	0	70
Agents	0	0	0	0	0	0	0	17
Automated agents	0	0	0	0	0	0	0	2
Team 2	0	0	0	0	0	0	0	22
test group	0	0	0	0	0	0	0	5
Wallboard	0	0	0	0	0	0	0	4
All agents	0	0	0	0	0	0	0	120

By clicking on a hyperlink in the User Group column, you will see all the agents that belong to the selected user group, their status and the profile they now are using.

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Agents in Admins ?

Filter:

Agent	Phone Number	Profile	Status	Time in Status▲	Change Status
Admin, Paal	1234 	All Phone Queues	 Pause (Meeting)	1:21:22	Log off Set Ready
Thorsrud, Christian	9572 	Outbound mode	 Ready	1:22:18	Log off Set Pause
Doe, John	2149 	All Phone Queues	 Pause (Administration)	1:23:36	Log off Set Ready
Rødseth, Thomas	Softphone	Chat	 Logged off (0)	16:42:23	Log on

By clicking a hyperlink in the Profile column, the skills for this profile are shown. In the Change Status column, you can log agents on/off. Click on an Agents name to show his [Ticker agent](#).