

Enquiry registration categories

If your Puzzel solution uses [Enquiry registration](#), all agents will by default see all categories ticked as 'default', in the Agent application's Enquiry registration part.

If not all agents should see all the defined categories, you can **define resource filters** containing selections of Enquiry registration categories and assign the filters to the relevant user groups, **OR** you can define which Enquiry registration Categories that should be **used per system queue** (on page *Services - Queues*).

Example: Create one resource filter containing categories used for support and assign it to user group Support, and create a filter with categories for sales, and assign this filter to user group Sales.

A category defined as *Reserved for Dialler* will only be shown for agents when they receive a call from a Dialler queue it is configured for, so the Dialler categories can not be included in a resource filter.

If agents answer more than 1 queue and you often need different categories per queue, we recommend configuring Categories per queue instead of using resource filters containing Enquiry registration. Please see article [Enquiry registration per queue](#).

Please note that a resource filter containing some Enquiry registration categories does not limit what categories a user will see in the **Admin Portal** on page *Users - Enquiry registration*.

(If we limited what Enquiry registration categories a user saw in Admin Portal based on a resource filter, a user with such a filter assigned who created a new Category would experience that the new category disappeared after saving it).