

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](#).