

Resource Filters

Resource filters is part of the Access Control feature that allows you to restrict certain users or user groups access to different elements from different resources like display queues, user groups, pause reasons etc, both in the Administration Portal and in the Agent Application. To do so,

1. **Create a resource filter and define its content**(Users - Resource filters)
2. **Assign the resource filter to the selected user group(s)**users ([Users - Access Control](#))

Resource filters:

Filter Name	Edit	Delete
Dialler		
Sales		
Soundfile category and module		
Statistics report category test		
Support		
Test Andreas		
Test Paal		

A user group (or user) can have several filters assigned at the same time. Different filters can be created based on the different limitations needed, and each filter should be given a descriptive name, for example based on the users geography, department or function and/or its content.

In the user list (Users Users) you will see a filter symbol (with filter name as tooltip) for the users that have a filter assigned, and if you enter a filter name in the search field, the users with this filter applied will be listed.