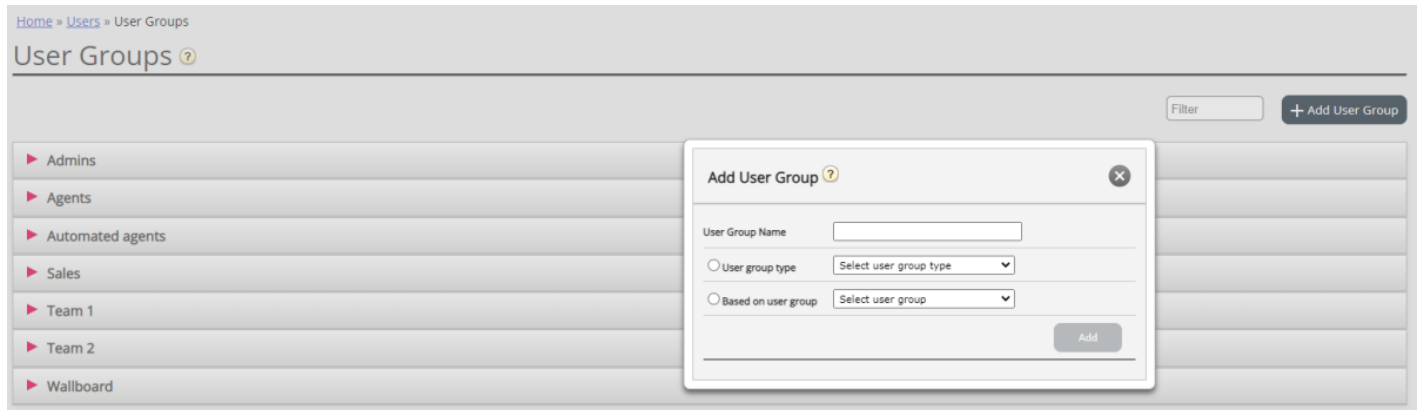


## Add User Group

To add a new user group, click on *Add User Group*. A new window will appear, asking you to name the new user group (max 40 characters) and to select "**User group type**" OR "**Based on user group**".



If you create a new user group **based on an existing user group**, we copy these settings from the existing user group to the new:

- All property settings from *Users – Products*
- *Administration* property settings (if any is set)
- *Resource filters* assigned (if any)
- *Tab and widget configuration*

This might be useful both when creating new Admin and Agent user groups.

Example: If you want e.g. 5 agent user groups in business area x with identical settings and 6 agent user groups in business area y with identical settings that are different from business area x, we recommend that you first create one Agent type user group (Team 1 - area x) and configure everything as it should be for this user group, and then create new user groups (team 2-N) based on the user group that has the needed settings (here Team 1 – area x).

If you create a new user group and select **User Group type**, these are the types to choose amongst:

- **Agents**
- **Administrators**
- **Wallboards** (only access to Homepage and Wallboard in Admin Portal, and Web session timeout is set to 31 days)
- **Bots and API users** (Only access to Homepage in Admin Portal, all auto-logout options turned off and max requests set to 8)

## User Group type Administrators

When you create a new user group with **type Administrators**, this new user group inherits all the settings from the **Company level**.

If you want a new user group for Administrators to have **different access rights** than the existing company "default", you can create a new user group of type Administrators or copy an existing user group, and then **adjust** the new user group's access rights after it is created.

The most important things to consider adjusting are:

- property values on page **Users - Products** under **Admin Portal Menu**
- **Administration** property values on page *Users - Access Control*, especially the value for "Edit my own company (admin 'main switch')"
  - Only the main admins should have access to *Administration*
  - A user can see *Administration* only if the *Administration* property "Show pagegroup *Administration*" is ON)

## User group type Agents

Once you have created a new user group for **Agents**, you can add user group profiles to it and create new users in the user group, and possibly adjust settings under *Users - Products (Agent application)* and under *Widget - Tab configuration*.

A new user group with **type Agents** is only given agent access rights:

- Property "Edit my own company (admin 'main switch') found under *Users - Access control - Administration* is set to OFF.
- Properties *Enable Menu Archive / Catalog / Real-time / Statistics* found under *Users - Products - Admin Portal Menu* are set to OFF
- Property *Show agent details action column* found under *Users - Products - Queue* is set to OFF

If a user in an Agent user group signs in to the Administration portal, he/she will only have access to the Home Page tab.

You do not need to turn off properties *Enable menu Users/Services/Widget/SMS/Dashboard/Catalog* for agent user groups, since these menu items are automatically disabled for users with *Edit my own company (admin 'main switch')* set to OFF!

If *Enable Menu Real-time / Archive / Statistics* is turned ON for an Agent user group or a single user in an Agent user group with *Edit my own company* = OFF, the user(s) will see these 3 menus if they log on to the Administration portal.

If a single user (e.g. a team leader) in an agent user group needs access to other menu items than *Real-time*, *Archive* and *Statistics*, you can turn on *Edit my own company* for this user, and then adjust the value for the Admin Portal menu properties for this individual user.