

Profile Numbering

The group profiles must be numbered from 1 and upwards, with no gaps (e.g. 1, 2, 3 and 4). All agents in a user group that have group profiles, will have the same number for the same group profile. You can manually change the order of group profiles. Example: If you want today's profile number 3 to be number 1, you change its number to 1, and you must also change today's 1 and 2 to be number 2 and 3 before you click Save Changes.

If you change group profile numbers, the profile numbers for the agents are updated automatically!

Agents that do not have access to all group profiles, will therefore have gaps in their profile numbers. If agents have personal profiles, they are automatically given numbers starting with the first available number after the highest group profile number.