

Export user list

On page Users - Users you can download an xlsx file with user information. This file contains the same columns as in an import file (user_name, firstname, lastname etc) plus **user_id**. This user_id is needed if you want to import a file with external IDs for SSO, and user_id is used in Raw data.

Please note that *Puzzel ID* and *User type* is not included in the exported file, and that a user's Puzzel ID might be different from the Email.

If you have a resource filter assigned that limits what users you can see, you will only see a selection of users on this page. If you export a file with users, the file will contain all users you have access to see. If you have limited the users shown on this page by selecting a Skill, a Profile or a User group, or written something in the Filter input box, the exported file will contain all users you have access to see (not only the ones shown on your screen when you have filtered).

Home » Users » Users

Users ⓘ

Export User List Import new users Update existing users Import external IDs

Number of users : 118 Skill [] Level Select level(s) Profile [] User group: All Filter: Filter table... First Name Last Name

Name	Icons	Numeric ID	User Group	Username	Keywords	External User ID	Last sign-in	Actions
paal-support.with.SSO	✉ - - - -		Agents	paal-support	Statistics	azure paal-support@puzzel.com	2021-02-10 08:28:43	🗑️
John Doe	✉ - - - -	1337	Admins	bjosve	Integratio		2021-11-03 16:04:13	🗑️
Bob Smith	- 📄 - - -		Team 2	bob	French, G			🗑️
paal_se	✉ - - - -		Admins	paal_se	Dialler		2022-03-09 10:08:31	🗑️
paal_no	✉ - - - -		Admins	paal_no	Danish, N		2022-03-07 10:52:30	🗑️
paal_dk	✉ - - - -		Admins	paal_dk	Archive, S		2022-03-28 14:04:29	🗑️
agent103	✉ - - - -		Team 2	agent103	All			🗑️
(Wallboard All Queues)	- - - - -		Wallboard	Wallboard All Queues				🗑️
(Wallboard Sales)	- - - - -		Wallboard	Wallboard Sales			2017-02-08 09:39:38	🗑️
(Wallboard Support)	- - - - -		Wallboard	Wallboard Support				🗑️
(WSUser)	- - - - -		Admins	WSUser			2015-06-24 09:08:38	🗑️

Export user list confirmation ✕

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Do you want to generate and download a file with users?

Yes No