

User Groups

A resource filter for User groups can be active for Puzzel in general, Statistics and/or Archive.

Active on:

- **Puzzel in general:** Check here if you want users with this filter assigned only to see agents in the chosen user groups in the Administration Portals Real-time User group view, in Ticker, in the Users tab and in the agent application where you search for agents. A user group filter will also affect what users and tasks that can be seen by an agent in the Scheduled tasks tab.
 - Please note that if a user can see a Display queue in the *Queue overview* and clicks to see the underlying *Agent details* view, this Agent details view will show all agents on the queue even if the user has a resource filter assigned that contains a selection of user groups.
- **Statistics:** Check here if you want users with this filter assigned only to see the agents in the chosen user groups in the Statistics reports that group traffic per user group or agent, e.g. Details per user group per queue and Details per agent.
- **Archive:** Check here if you want users with this filter assigned only to see requests answered by agents in the chosen user groups in the Archive.

Note

One incoming call may have been connected to different agents on different system queues due to call transfer. If an incoming call includes an agent conversation the user should see, the whole calls General information will be shown, but the user will not have access to call recordings from queues/agents he should not see.