

Agentenstatus - Tab Restricted Groups

To restrict groups, make the following configuration in the **Restricted groups** tab:

All groups that are configured in the system are displayed. The Action button is used to decide whether the members of the group see the agent status.

There are 2 different actions:

- Restrict - prevents the display of the agent status in the selected group
- Allow - allows to display the agent status in the selected group

Edit Agent Status "Backoffice"		
Master Data	Restricted Groups	Skill Adjustment
Translations		
Filter: <input type="text"/>	12 Records in Total. Showing 12 Records from 1 to 12. Page 1 of 1.	
ACD Group	Agent Status Allowed	Action
1st Level (134)		Allow
2nd-Level (135)		Allow
Heidi Müller (113)	yes	Restrict

After the input click **Save**. You return to the table of statuses.