

User Settings

The following user settings (User Master Data ... Settings) can be created, to define short cut keys for use in the browser.

In most browsers, the key is accessed using Ctrl+Key oder Ctrl+Alt+Key.

Setting	Purpose
AccessKeys.AcdAgent.Tab.CallTransfer	Access Tab "Call Handling" in Agent Home.
AccessKeys.AcdAgent.Tab.CallTransfer.Tab.TransactionCodes	Access Tab "Transaction Codes" in Tab "Call Handling" in Agent Home.
AccessKeys.AcdAgent.Tab.CallTransfer.Tab.Agent	Access Tab "Agent" in Tab "Call Handling" in Agent Home.
AccessKeys.AcdAgent.Tab.CallTransfer.Tab.Group	Access Tab "Group" in Tab "Call Handling" in Agent Home.
AccessKeys.AcdAgent.Tab.CallTransfer.Tab.PBXUser	Access Tab "PBX Users" in Tab "Call Handling" in Agent Home.
AccessKeys.AcdAgent.Tab.CallTransfer.Tab.Number	Access Tab "Number" in Tab "Call Handling" in Agent Home.
AccessKeys.AcdAgent.Tab.CallTransfer.Tab.Synonym	Access Tab "Synonym" in Tab "Call Handling" in Agent Home.
AccessKeys.AcdAgent.Tab.CallTransfer.Tab.Announcement	Access Tab "Announcement" in Tab "Call Handling" in Agent Home.
AccessKeys.AcdAgent.Tab.MediaEvents	Access Tab "Media Events" in Agent Home.
AccessKeys.AcdAgent.Tab.InboundStatus	Access Tab "Inbound Status" in Agent Home.
AccessKeys.AcdAgent.Tab.Calls	Access Tab "Calls" in Agent Home.
AccessKeys.AcdAgent.Tab.MediaHistory	Access Tab "Media History" in Agent Home.
AccessKeys.AcdAgent.Tab.DiallerCampaigns	Access Tab "Dialler Campaigns" in Agent Home.
AccessKeys.AcdAgent.CallHandlingButtons.Hold	Access button "Hold" in call control.
AccessKeys.AcdAgent.CallHandlingButtons.Answer	Access button "Answer" in call control.
AccessKeys.AcdAgent.CallHandlingButtons.Retrieve	Access button "Retrieve" in call control.
AccessKeys.AcdAgent.CallHandlingButtons.CallMonitoringRequestCreate	Access button "Request Supervisor" in call control.
AccessKeys.AcdAgent.CallHandlingButtons.CallMonitoringRequestCancel	Access button "Cancel Supervisor Request" in call control.
AccessKeys.AcdAgent.CallHandlingButtons.Hangup	Access button "Hangup" in call control.
AccessKeys.AcdAgent.CallHandlingButtons.OutboundCall	Access button "Call" in call control.
AccessKeys.AcdAgent.CallHandlingButtons.CallbackCreate	Access button "Callback" in call control.
AccessKeys.AcdAgent.CallHandlingButtons.DiallerChangeStatus	Access button "Dialler Status" in call control.
AccessKeys.AcdAgent.CallHandlingButtons.JunkCall	Access button "Junk Call" in call control.
AccessKeys.AcdAgent.CallHandlingButtons.SendSMS	Access button "SMS" in call control.

AccessKeys.AcdAgent.CallHandlingButtons.Mute	Access button "Mute" in call control.
AccessKeys.AcdAgent.CallHandlingButtons.Loud	Access button "Unmute" in call control.
AccessKeys.AcdAgent.CallHandlingButtons.SupervisorTakeCall	Access button "Take Call" in call control.
AccessKeys.AcdAgent.CallHandlingButtons.SupervisorTakeCallLogoutAgent	Access button "Take Call and Logout Agent" in call control.