

Client Attributes

Client attributes can be used to order/select agents within the ACD. Client attributes do not affect the functionality of the ACD and can be used by the client for their own purposes.

Choose **System Settings - Client Attributes** in the main menu, to view the table of existing client attributes.

Use **New** in the toolbar to create a new client attribute. Entries can be changed by selecting **Edit** in the **Action** column. Provide the following information:

Name	The name of the client attribute.
Short Name	The short name of the attribute.