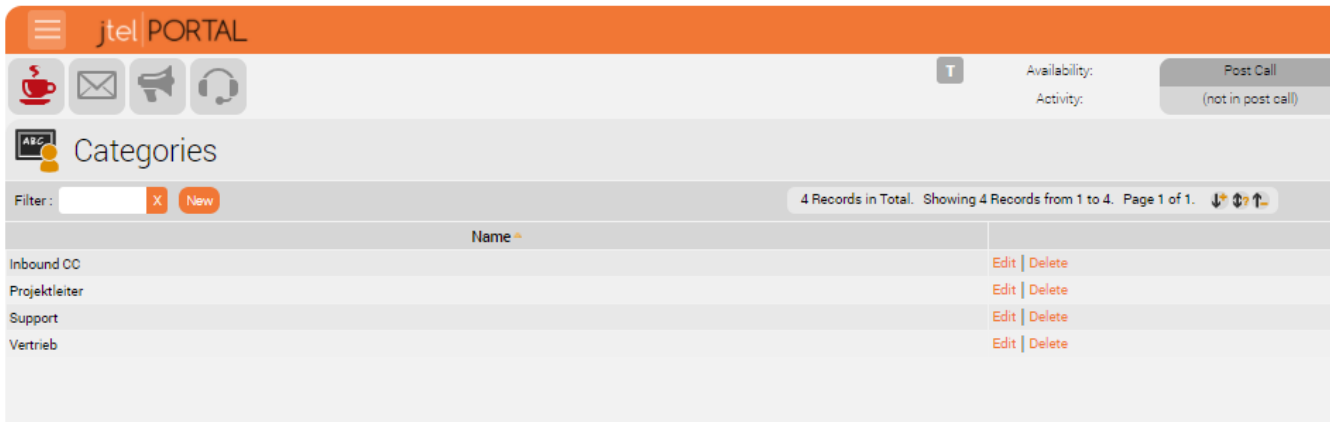


User Data - Categories

User Data - Categories is where Users categories are created. All you have to do is to click on the **new** button and enter a name for the category. You can also edit (change the name) or delete categories.



The screenshot shows the 'Categories' management page in the jtel PORTAL. The header is orange with the 'jtel PORTAL' logo. Below the header, there are icons for a coffee cup, email, megaphone, and headset. A 'T' tab is active. To the right, there are buttons for 'Availability', 'Activity', and 'Post Call (not in post call)'. The main section is titled 'Categories' and features a filter input with a search icon and a 'New' button. Below the filter, a table lists four categories: 'Inbound CC', 'Projektleiter', 'Support', and 'Vertrieb'. Each category has 'Edit' and 'Delete' links. The table also shows pagination information: '4 Records in Total. Showing 4 Records from 1 to 4. Page 1 of 1.' and sorting icons.

Name	
Inbound CC	Edit Delete
Projektleiter	Edit Delete
Support	Edit Delete
Vertrieb	Edit Delete

After creating categories, go to **Users Edit**, under **User** tab you will find the **Categories** and you can assign the user to one or different categories.

Users categorized into different categories can be seen in **Agent Home - Call Handling** tab. Every category is shown as a sub tab containing the assigned users. This will make things more organized for users/agents especially to make agent transfer and to check agents status and availability.