

ACD Menü - Aggregation Groups

Overview:

Aggregation groups are displayed in the Supervisor give a better overview of groups that belong together in terms of content.

Note: The aggregation groups cannot be positioned as desired in the supervisor, and are always displayed at the very bottom.

To create a aggregation group, select the action button NEW

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Aggregation Groups

Filter :

X

New

One Record. Showing 1 Record from

Name	
Support	Edit Delete

Give the summation group a descriptive name and press the SAVE AND CONTINUE action button.

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Edit Aggregation Group

Master Data

Agents

Groups

ID :

7

Name :

Support

Save

Cancel

In the Agents tab, the agents that are allowed to see the summation groups are added in the Supervisor section.

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Edit Aggregation Group

Master Data

Agents

Groups

Filter :

X

Add

2 Records in Total. Showing 2 Records from 1 to 2. Page 1 of 1.

UID	Name	First Name	Agent Number	
1st	1st Level Agent	1st Level Agent	100009	Delete
2nd	2nd Level Agent	2nd Level Agent	100015	Delete

Save

Cancel

In the Groups tab, you can add the groups that should be displayed in the aggregation group in the Supervisor area.

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Edit Aggregation Group

Master Data

Agents

Groups

Filter:

X

Add

3 Records in Total. Showing 3 Records from 1 to 3. Page 1 of 1

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Name	Group Number	Type	Action
1st Level	134	Standalone Group	Delete
2nd-Level	135	Standalone Group	Delete
Support	102	Standalone Group	Delete

Save

Cancel