## **Free-Seating Whitelist**

When agents log in to the ACD, they can choose between one of the configured telephone numbers (*Telephone 1* to *Telephone 6* in the user settings, tab Communication). In addition to this, *Free-Seating* can be configured, to enable agents to login to the ACD at any telephone number.

For the *Free-Seating* option it is possible to restrict the numbers to which agents are allowed to login to. This is configured by setting the relevant ACD option in the user settings (option *Use Free-Seating Whitelist*). In this case the user is only allowed to login to telephone numbers, which are contained in the Free-Seating Whitelist.

Choose ACD - Free-Seating Whitelist in the main menu, to view the table of allowed telephone numbers.

Note: Entries not bound to a location can only be viewed, created and edited by users not bound to a location.

Use **New** in the toolbar to create a new entry. Provide the following information:

	Enter an allowed telephone number. You can use $\%$ in any position as a wildcard.
	Examples:
Number	498912345678 — the agent can only login to this number.
	4989123456% — the agent can login to any DDI contained within the block 4989123456xx.
	Here you can assign a location to the white list entry.
Location	If, as a user, you are not bound to a location, you can choose any location configured in the system. You can also leave this field empty - the white list entry is then not bound to a particular location.
	If, as a user, you are bound to one or more locations, you must choose one of these locations for the new entry.
Description	A description of the entry, for example: "PBX System".
Selection	Marks entries, which can thereafter be deleted using the function buttons.

With Edit and Delete you can change and remove entries respectively.

To mark and delete several entries, you can use the buttons in the toolbar.