

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:

Number	<p>Enter an allowed telephone number. You can use % in any position as a wildcard.</p> <p>Examples:</p> <p>498912345678 — the agent can only login to this number.</p> <p>4989123456% — the agent can login to any DDI contained within the block 4989123456xx.</p>
Location	<p>Here you can assign a location to the white list entry.</p> <p>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.</p> <p>If, as a user, you are bound to one or more locations, you must choose one of these locations for the new entry.</p>
Description	<p>A description of the entry, for example: "PBX System".</p>
Selection	<p>Marks entries, which can thereafter be deleted using the function buttons.</p>

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.