

Types Overview

The types overviews show the various numbers and descriptions for:

- Agent-Group Mapping Types
- Call Status
- Agent End Reasons
- Group End Reasons
- Group Actions
- [Check Points](#)
- Login-Logout Actions
- Distribution Algorithms

Choose **ACD — Types Overview** in the main menu.

This information is of informational character, and can be used, for example, to understand the call logs.