Mappings

With **ACD - Mappings** you can view the associations of groups, agents and skills in a clearly arranged tabular form. You can sort the view using the buttons in the toolbar. The following views are available:

- Matrix of *Group Agents*
- Matrix of *Groups of Agents*
- Matrix of *Skills of Agents*
- Matrix of *Skill Agents*

The sort functions change depending on the shown tab to reflect the contents of the matrix.

With the matrices *Group Agents* and *Groups of Agents* the following information is displayed:

(empty)	If the field is empty, there is no assignment of the agent to the group.
Number	The number corresponds to the skill of the agent in the group.
(Letters in brackets)	*P* - User is assigned to the group as a *permanent* agent.
	R - User is assigned to the group as a *reserve* agent.
	L - User is assigned to the group as a *read only* agent.
	U - User is assigned to the group as a *read only (invisible)* agent.
	A - User is assigned to the group as an *administrator*.
	S - User is assigned to the group as a *supervisor*.

You can edit and create entries in the matrix. Click on the relevant cell and provide the data requested. The data requested for an agent group mapping corresponds to the data required when editing ACD Groups (Adding Agents). In the window for each skill mapping, it is possible to also delete the mapping using the relevant button.

In the popup window you also have access to a function to delete the mapping. To perform a deletion click on **Remove Mapping**.

If you click on an empty cell, you can create a new mapping. Provide the data requested, and click on **Save**. If you click on **Cancel**, then the mapping is not created.

Using the option **Export CSV** you can export the table to a CSV file.