PBX Users

If calls are to be transferred to other colleagues in your organisation other than call center agents, they also must be configured in the system. An optional software connector reads all PBX extensions in your organisation and adds them to the portal, where they can be further modified by yourself. If a software connector is not in operation, you can create the extensions/users manually.

Choose **Number Management - PB Users** in the main menu, to view the table of PBX Users.

Use **New** in the toolbar to create a new PBX User. Entries can be changed by selecting **Edit** in the **Action** column. Provide the following information:

Name	User Name or Function
Dial Prefix	Optional additional digit(s) which are prefixed before the number is dialled
Dial Phone	The telephone number in the PBX system (extension number)
Monitor 1-4	The numbers of the extensions in the PBX, which should be monitored. Users are only shown as free, if they none of the monitored telephones is busy or ringing.
User Info	Here additional information for the PXB user can de deposed.
Visible on Agent Home	Check this option, if the user should be available on agent home as a transfer target.