

Locations

If your organisation, for example a call center, has several branch offices, then you can use Locations to group users to these offices. This feature is used to restrict the data visible to agents actually present in the location (for administration, real time data display and statistics). Users with a location mapping see less data than is actually present in the system.

Choose **System Settings - Locations** in the main menu, to view the table of existing locations.

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

Location	The name of the location (for example the name of a branch office)
Description	A descriptive text

Entries can be changed by selecting **Edit** in the **Action** column: On the tab **Users** you can see the users associated with this location. Use **Add** in the toolbar to add further users. Provide the following information:

Administrator	The user has administrator rights for this location
Supervisor	The user has ACD supervisor rights for this location
Users	Choose one or more users

Entries can be changed by selecting **Edit** in the **Action** column, and users removed from the list using **Delete**.