

# Users

To use the ACD, user accounts must be created in the system. In a call center environment accounts are created for administrators, agents and supervisors.

Administrators manage the settings of ACD groups and agents. Supervisors organise and monitor groups of agents. Agents take calls from customers and prospects who call the call center. A supervisor can simultaneously work as an agent.

Die Tabelle der Users rufen Sie mit **User Data — Users auf**.

## Creating Users

To create a user, access **User Data - Users** in the main menu and click on **New** in the toolbar.

Provide the data required to create a user. The fields are discussed in the section [User Data](#).

After entry click on **Continue**. The view switches to the **Edit** view, where you can configure further settings for the user.

Once a user has been created, you can edit further settings. To change settings for a user at a later time, use the function **User Data - Users** and click on **Edit** in the table row of the user you wish to edit.

The settings and parameters that are given here are described in the section on [User Data](#).

## Copy Users

Instead of creating a completely new user, you can copy an existing user and edit its settings. View the existing users with the function **User Data-Users** and click on **Copy** in the toolbar.

Provide the following information:

|                          |  |
|--------------------------|--|
| <b>User</b>              | The user you wish to copy  |
| <b>First Name</b>        | First name of the new user   |
| <b>Surname</b>           | Surname of new user  |
| <b>User UID</b>          | UID of the new user  |
| <b>Agent Number</b>      | Agent Number of the new user   |
| <b>Password</b>          | Password for the new user  |
| <b>Confirm Password</b>  | Confirm password for the new user  |
| <b>PIN</b>               | PIN for the new user   |
| <b>Confirm PIN</b>       | Confirmation of the PIN for the new user   |
| <b>Data to be copied</b> | Select which of the group data should be copied. You can choose between communications, service numbers, reports, ACD options, groups, skills, locations and settings. |

After entry click on **Save**. The view switches to the **Edit** view, where you can configure further settings for the user.

The settings and parameters that are given here are described in the section on [User Data](#).