

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:

First Name	User First Name
Surname	Surname of User
User UID	A representative account name, for example <i>Service 1, Smith</i> or <i>Supervisor Accounts</i> . This name is also used to login to the system.
Agent Number	A numerical code which the user (agent or supervisor) can use to login to the system by telephone. Depending on the system this can be between 4 and 6 digits long.
Security Group	The rights assigned to the account. This determines what functions can be used by the account. By default <i>User</i> is selected. You can, however, select another group if the user is to be given different access rights.
Password	Login Password
Repeat Password	Repeat the password as a confirmation
PIN	A PIN which accompanies the agent number. Depending on the system this can be between 4 and 6 digits long.
Repeat PIN	A confirmation of the PIN.

After entry click on **Continue**. You will proceed to the group mappings page. Here you can choose from the existing ACD groups those in which the user should be a member. This step can be skipped for users who are not going to use the ACD.

With **Continue** you proceed to the group mapping type parameters. The settings on this page will be applied to all groups, which were selected on the previous page. Provide the following data:

Mapping Type	<p>You can choose from the following mapping types:</p> <p><i>Read only</i> — Users do not take calls for the group. They can only view the group.</p> <p><i>Permanent</i> — users are automaticall logged into the group when logging into the ACD.</p> <p><i>Reserve</i> — users are not automatically logged into the group when logging into the ACD. They can, however, login to the group as required.</p> <p>Agents can have different mapping types in different groups. You can alter these later in the ACD group settings.</p>
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Supervisor	The user is a supervisor of the acd group - i.e. has access to the functions of the supervisor views for the agents in the groups he / she is assigned to as supervisor. If the agent is not a supervisor of at least one ACD group, then the supervisor views will not show any data.
Administrator	The user is an administrator of the selected ACD groups, and can change and save the group parameters.
Skill	The skill level that should be assigned to the agent in the groups. This is used to influence skill based routing - i.e. the prioritisation of the agent in the group.
Logout not possible	<p>Activate this option if the user should not be allowed to log out of the assigned ACD groups. Users can still log out of the system completely.</p> <p>As long as they remain logged into the system they remain logged into the selected ACD groups.</p>

With **Continue** you proceed to location mappings. Choose which locations the user should be associated with. Users with a location allocation can only view location based data. They will, for example, only see users in the system also associated with one of the locations they are associated with.

With **Continue** you proceed to the location mapping type parameters. The settings on this page will be applied to all locations, which were selected on the previous page. Choose whether the user should have administration or supervisor rights for the selected locations. Location administrators can change the settings of agents and groups associated with their location. Supervisors gain access to additional functions, for example the capability to login or logout agents to the ACD.

Use **Continue** to proceed to the summary page. Click on **Finish** if the summary is OK and the user should be created. You will be returned to the list of users. Use **Cancel** to stop the wizard without creating a new user.