User Data ...User Search

Choose **User Data - Search** to search for users in the system.

The type of users searchable (Client, User etc.), and the fields visible depends on the rights in your user account. The search fields correspond to those required, when a new user is created. The customer account ID can be found in the table of clients.

Enter one or more search criteria in the input fields. You can use % as a wildcard. If you specify more than one search field, then all conditions specified must apply for a match to be found. You can specify an ACD group number in the field group number, to find all agents in that ACD group.

The search results are shown in a table. In the **Action** column you can use **Change** to assume the identify of that user.