

User Master Data

Here, you can see the master data for the currently logged in user, and change some parameters.


Choose **User Data - User Master Data** in the main menu, to view the data.

Use the tabs to select screens with different sets of data and functions.

User

This tab represents the current user data. The following data can be changed:

	Ag ent	Sysad min & Resell er	The fields visibility depends on the Interface user role.
Options			
Play sound when chat messages are received	yes	yes	Play sound when chat messages are received by the current agent.
Language for Announcements	yes	yes	Adjustement of Language for Announcements to the agent.
Language for Texts and E-Mails	yes	yes	Adjustement of Language for Texts and E-Mails to the agent.
Innovaphone PBX Integration			
Activate in Full Web Client	yes		Activate the feature in Full Web Client.
Position in Full Web Client	yes		Position of the form in Full Web Client.
Activate in Mini Client	yes		Activate the feature in Mini Client.
Position in Mini Client	yes		Position of the form in Mini Client .
Show			
Pager Rows	yes	yes	Amount of Pager Rows in the menu Agent and Supervisor
Supervisor Service Level (s)	yes	yes	Default for Supervisor Service Level parameter.
Supervisor Short Hangups (s)	yes	yes	Default for Supervisor Short Hangups parameter.
Supervisor Service Quota (%)	yes	yes	Default for Supervisor Service Quota parameter.
Supervisor Start Time (hh:mm)	yes	yes	Here you can adjust the date of data to be aggregated and shown in the table of the Supervisor (field "Statistics since"). The setting which you select here, will become the default setting which the system will use after the login. The time can be changed during the operation. The default setting is 00:00.
Supervisor Graph Interval (min)	yes	yes	Default for Supervisor Graph Interval parameter.
Supervisor Zoom	yes	yes	Supervisor Zoom parameter.
Number of Wallboard Columns	yes	yes	Amount of the wallboard columns which can be used for each group.

Show Current Calls in Wallboard	yes		Set this option, if a table of the current calls should be displayed at the bottom of the Supervisor Wallboard. This option is only available if it was configured for you.
Internal Calls with Active Tel Number General information  <ol style="list-style-type: none"> 1. In some systems these settings may not work This is because the agents internal phone is inserted into the FROM field in sip, which may be used for a different purpose in sip-trunks to your jtel ACD 2. Calls to external destinations will never be signaled with the agents internal phone number by jtel. 3. Calls made via the button "Call" in Agent Home will count as an internal call, when the called number length is the same or less than the value of the parameter 'Internal Number Length' in the SIP-Trunk used for the call. The same is true for all other fields where calls can be initiated either to internal or external phone numbers. <p>Additionally, note: If in your PBX, calls to external destinations can be initiated by calling dummy numbers like for example 2233 is routed to <External Number>, make sure that these are not used by agents with any of the below internal number signaling settings active. Reason being, that this can be counted as an internal call by jtel (see point 3 above) and the agents active phone could be signaled</p>			
Agent Internal Calls with Active Tel Number	yes		Set this option, if the agent want change the display of internal Agent call signalling to the active phone number instead of the service number. This option is only available if it was configured for you. Example Use-Cases: <ul style="list-style-type: none"> ▪ Call made via Tab 'Agent Home Call Handling Agent' ▪ Call made via Tab 'Agent Home Call Handling Category' Note: A category is configured and named via 'Menu User Data Category' ▪ Call made via Tab 'Agent Home Call Handling Team' <p>Note: The agents internal number will not be signaled for example when the other agent being called currently has a mobile phone, so an external phone as their active phone</p>
PBX Users Internal Calls with Active Tel Number	yes		Set this option, if the agent want change the display of internal PBX call signalling to the active phone number instead of the service number. This option is only available if it was configured for you. Example Use-Cases: <ul style="list-style-type: none"> ▪ Call made via Tab 'Agent Home Call Handling PBX Users'
Number Internal Calls with Active Tel Number	yes		Set this option, if the agent want change the display of internal Number call signalling to the active phone number instead of the service number. This option is only available if it was configured for you. <ul style="list-style-type: none"> ▪ Call made via Tab 'Agent Home Call Handling Number' <p>Note: A call made to an internal phone number in this tab will count as an internal call, and the agents internal phone number will be signaled. A call made to an external number will not count as an internal call, and the service number of the configured outbound group will be signaled.</p>
Passwords			
Password	yes	yes	Change the password of the user.
PIN	yes		Change the PIN of the user.

Teams

This page represents the Teams integration configuration. Teams mapping presents states to ACD states and actions can be configured as following:

When	Incoming state
------	----------------

Then presence	ACD state.
And Action	System Action. Ex: Send Calls to Telephone 2,

Communication

The following contact data of the agent can be seen:

Office 1	The phone number is used in ACD as telephone number 1.
Office 2	The phone number is used in ACD as telephone number 2.
Mobile	The phone number is used in ACD as telephone number 3.
Private	The phone number is used in ACD as telephone number 4.
Additional 1	The phone number is used in ACD as telephone number 5.
Additional 2	The phone number is used in ACD as telephone number 6.
Email	Email of the Agent.

Settings

Here the user has direct access to the different GUI settings. These values are updated automatically by changing parameters in the GUI.

For example the parameter `AcdAgent.AcdAgentTransferGroupsBean.MiniClient.LimitPageSize` is responsible for the number of lines in the Groups table of the miniclient view.