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Wednesday October 22, 2025 13:29:39 PM

ADMINISTRATION

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Remote Agents

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VM Message Groups

Settings Containers

IP Lists

Queue Groups



Settings Containers:

Container ID
AMD_AGENT_OPT_1000
AMD_AGENT_OPT_1008
AMD_AGENT_OPT_1019
AMD_AGENT_OPT_1023
AMD_AGENT_OPT_1024
AMD_AGENT_OPT_1025
AMD_AGENT_OPT_1026
AGENT_CALLBACK_EMAIL
DNC_IMPORT_FORMATS
USER_CODES_SYSTEM
USER_LOCATIONS_SYSTEM
VERM_REPORT_OPTIONS
VERM_STATUS NAMES OVERRIDE
INTERNATIONAL_DNC_IMPORT
PHONE_DEFAULTS
QC_STATUS_TEMPLATE
DNC_CURRENT_BLOCKED_LISTS
TIMEZONES_AUSTRALIA
TIMEZONES_CANADA
TIMEZONES_USA
VICIPHONE_SETTINGS

Notes

AMD agent options for 1000 campaign
AMD agent options for 1008 campaign
AMD agent options for 1019 campaign
AMD agent options for 1023 campaign
AMD agent options for 1024 campaign
AMD agent options for 1025 campaign
AMD agent options for 1026 campaign
Scheduled callback email alert settings
Import formats for DNC files
User Codes List
User Locations List
Container for customizing VERM report output
Override dialer status names in enhanced reporting
Process DNC lists of various countries from FTP site
Default phone settings for preloading
Sample QC Status Template
Lists currently blocked due to pending DNC scrub
Australian Timezone List
Canadian Timezone List
USA Timezone List
VICIPhone WebRTC Extra Settings

Type

Type	Length	ADMIN GROUP	MODIFY
AMD_AGENT_OPTIONS	28	--ALL--	MODIFY
AMD_AGENT_OPTIONS	28	--ALL--	MODIFY
AMD_AGENT_OPTIONS	28	--ALL--	MODIFY
AMD_AGENT_OPTIONS	28	--ALL--	MODIFY
AMD_AGENT_OPTIONS	28	--ALL--	MODIFY
AMD_AGENT_OPTIONS	28	--ALL--	MODIFY
AMD_AGENT_OPTIONS	28	--ALL--	MODIFY
AMD_AGENT_OPTIONS	28	--ALL--	MODIFY
OTHER	539	--ALL--	MODIFY
OTHER	1223	--ALL--	MODIFY
OTHER	0	--ALL--	MODIFY
OTHER	31	--ALL--	MODIFY
OTHER	1969	--ALL--	MODIFY
OTHER	907	--ALL--	MODIFY
PERL_CLI	891	--ALL--	MODIFY
PHONE_DEFAULTS	2238	--ALL--	MODIFY
QC_TEMPLATE	254	--ALL--	MODIFY
READ_ONLY	0	--ALL--	MODIFY
TIMEZONE_LIST	189	--ALL--	MODIFY
TIMEZONE_LIST	208	--ALL--	MODIFY
TIMEZONE_LIST	225	--ALL--	MODIFY
WEBPHONE_SETTINGS	1187	--ALL--	MODIFY

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