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Wednesday October 22, 2025 13:33:09 PM

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MODIFY A USERS RECORD: 1001

User Number: **1001** [?](#)Password: [?](#)Strength: **Weak**

Length: 7

Force Change Password: [?](#)Last Login Info: **2025-10-08 09:22:36 - 0 - 136.158.101.64** [?](#)Full Name: [?](#)User Level: [?](#)User Group: [?](#)Phone Login: [?](#)Phone Pass: [?](#)Active: [?](#)Voicemail ID: [voicemail chooser](#) [?](#)Email: [?](#)Mobile Number: [?](#)User Code: [?](#)User Location: [?](#)VERM Secondary User Group: [?](#)Main Territory: [?](#)User Nickname: [?](#)

AGENT INTERFACE OPTIONS:

Agent Choose Ingroups: [?](#)Agent Choose Blended: [?](#)Hot Keys Active: [?](#)Scheduled Callbacks: [?](#)Agent-Only Callbacks: [?](#)Next-Dial My Callbacks Override: [?](#)Agent Call Manual: [?](#)Manual Dial Filter Override: [?](#)Agent Recording: [?](#)Agent Transfers: [?](#)Closer Default Blended: [?](#)Agent Recording Override: [?](#)Agent Alter Customer Data Override: [?](#)Agent Alter Customer Phone Override: [?](#)Agent Shift Enforcement Override: [?](#)Agent Call Log View Override: [?](#)Campaign Hide Call Log Override: [?](#)Agent Lead Search Override: [?](#)Lead Filter: [?](#) only enabled with no-hopper manual dialingAlert Enabled: [?](#)Allow Alerts: [?](#)Preset Contact Search: [?](#)Max Inbound Calls: [?](#) inbound calls today: 0Max Inbound Calls Filtering Enabled: [?](#) inbound filtered calls today: 0

Max Inbound Calls Filtering Options:

Filter Statuses: [?](#) Filter In-Groups: [?](#)

A
AA
AB
ADC
ADCT
AFAX

9003Failover - Campaign 9003 Failover
AGENTDIRECT - Single Agent Direct Queue
AGENTDIRECT_CHAT - Agent Direct Queue for Chats
AlabamaXfer - AlabamaXfer
ArizonaCallback - ArizonaCallback
AZXFER - Shane Arizona Transfer

Filter Minimum Seconds: [?](#)

-1

Max Manual Dial Hopper Calls: [?](#) hopper calls today: 0

Max Manual Dial Hopper Calls Per Hour: [?](#) hopper calls this hour: 0

Wrap Seconds Override: [?](#)

Agent Ready Max Logout Override: [?](#)

Additional Status Group: [?](#)

Campaign Ranks: [?](#)

CAMPAIGN	RANK -> ⚠ change	GRADE -> ⚠ change	CALLS	WEB VARS
0001 - TEST Confirmation	0 ⚠	1 ⚠	0	
0002 - Georgia Confirmation	0 ⚠	1 ⚠	0	
0003 - St Louis Confirmation	0 ⚠	1 ⚠	0	
0004 - Colorado Confirmation	0 ⚠	1 ⚠	0	
0005 - Oklahoma Confirmation	0 ⚠	1 ⚠	0	
0006 - Arizona Confirmation	0 ⚠	1 ⚠	0	
1000 - Colorado Inbound	0 ⚠	1 ⚠	0	
1001 - Vegas Inbound	0 ⚠	1 ⚠	0	
1003 - California Inbound	0 ⚠	1 ⚠	0	
1004 - HOUSTON TEXAS INBOUND	0 ⚠	1 ⚠	0	
1006 - SAN ANTONIO TEXAS INBOUND	0 ⚠	1 ⚠	0	
1008 - Arizona Campaign Inbound	0 ⚠	1 ⚠	0	
1011 - EL PASO SPANISH INBOUND	0 ⚠	1 ⚠	0	
1013 - Denver Spanish	0 ⚠	1 ⚠	0	
1016 - DFW INBOUND	0 ⚠	1 ⚠	0	
1017 - Orlando Inbound	0 ⚠	1 ⚠	0	
1018 - Detroit Inbound	0 ⚠	1 ⚠	0	
1019 - Grand Rapids Inbound	0 ⚠	1 ⚠	0	
1020 - Kansas City Inbound	0 ⚠	1 ⚠	0	
1021 - Tampa SPANISH Inbound	0 ⚠	1 ⚠	0	
1022 - St Louis Inbound	0 ⚠	1 ⚠	0	
1023 - Oklahoma Inbound	0 ⚠	1 ⚠	0	
1024 - Idaho Inbound	0 ⚠	1 ⚠	0	
1025 - Ohio Inbound	0 ⚠	1 ⚠	0	
1026 - Alabama Inbound	0 ⚠	1 ⚠	0	
1027 - Georgia Inbound	0 ⚠	1 ⚠	0	
1028 - Illinois Inbound	0 ⚠	1 ⚠	0	
1029 - Chicago Inbound	0 ⚠	1 ⚠	0	
1030 - Kentucky Inbound	0 ⚠	1 ⚠	0	
1031 - New Jersey Inbound	0 ⚠	1 ⚠	0	
2003 - San Diego Outbound	0 ⚠	1 ⚠	0	
2004 - Matts Campaign	0 ⚠	1 ⚠	0	
2005 - Colorado Outbound	0 ⚠	1 ⚠	0	
2006 - Arizona Outbound	0 ⚠	1 ⚠	0	
3000 - Seed Campaign	0 ⚠	1 ⚠	0	
4000 - Michigan Outbound	0 ⚠	1 ⚠	0	
TESTCID - TEST CALLER ID	0 ⚠	1 ⚠	0	

Inbound Groups: [?](#)

INBOUND GROUP	RANK -> ⚠ change	GRADE -> ⚠ change	CALLS	WEB VARS
<input checked="" type="checkbox"/> 9003Failover - Campaign 9003 Failover	0 ⚠	10 ⚠	0	
<input checked="" type="checkbox"/> AGENTDIRECT - Single Agent Direct Queue	0 ⚠	1 ⚠	0	
<input type="checkbox"/> AGENTDIRECT_CHAT - Agent Direct Queue for Chats	0 ⚠	10 ⚠	0	
<input checked="" type="checkbox"/> AlabamaXfer - AlabamaXfer	0 ⚠	10 ⚠	0	
<input checked="" type="checkbox"/> ArizonaCallback - ArizonaCallback	0 ⚠	1 ⚠	0	
<input checked="" type="checkbox"/> AZXFER - Shane Arizona Transfer	0 ⚠	10 ⚠	0	
<input checked="" type="checkbox"/> AZXfer_Failover - AZXfer_Failover	0 ⚠	10 ⚠	0	

<input checked="" type="checkbox"/> BayAreaXfer - BayAreaXfer	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input type="checkbox"/> CaliXfer - CaliXfer	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> ChicagoXfer - ChicagoXfer	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input type="checkbox"/> COConfirmCB - Colorado Confirmation Callback	0 <input type="button" value=""/>	1 <input type="button" value=""/>	0 <input type="text"/>
<input type="checkbox"/> ColoradoForward - ColoradoForward	0 <input type="button" value=""/>	1 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> ColumbusCallback - ColumbusCallback	0 <input type="button" value=""/>	1 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> ColumbusOhioXfer - ColumbusOhioXfer	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> ColumbusOhioXferFO - Columbus Ohio Xfer Failover	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> DenverCallback - DenverCallback	0 <input type="button" value=""/>	1 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> DenverSpanish - DenverSpanish	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> DenverXfer_Failover - DenverXfer_Failover	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> DFWXfer - DFWXfer	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input type="checkbox"/> FLConfirmCB - Florida Confirmation Callback	0 <input type="button" value=""/>	1 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> FLXfer - FLXfer	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> GeorgiaXfer - GeorgiaXfer	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> GRXfer - Grand Rapids Xfer	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> GRXfer_Failover - Grand Rapids Transfer Failover	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> IdahoCallBack - IdahoCallback	0 <input type="button" value=""/>	1 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> IdahoXfer - IdahoXfer	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> IdahoXfer_FO - IdahoXfer_Failover	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> IllinoisXfer - IllinoisXfer	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> IllinoisXferFailover - IllinoisXferFailover	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> JerseySelectXfer - TEXAS AUSTIN	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> JerseyXfer - HOUSTON	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> KansasCityCallback - KansasCityCallback	0 <input type="button" value=""/>	1 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> KansasCityXfer - Kansas City Xfer	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> KansasCityXfer_FO - KansasCityXfer_Failover	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> KentuckyXfer - KentuckyXfer	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> LAXFER - LAXFER	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>
<input type="checkbox"/> LiveXfer - Live Transfer	0 <input type="button" value=""/>	1 <input type="button" value=""/>	0 <input type="text"/>
<input type="checkbox"/> MaxwellXfer - Maxwell Xfer	1 <input type="button" value=""/>	1 <input type="button" value=""/>	0 <input type="text"/>
<input type="checkbox"/> MIConfirmCB - Michican Confirmation Callback	0 <input type="button" value=""/>	1 <input type="button" value=""/>	0 <input type="text"/>
<input checked="" type="checkbox"/> MIXFER - MIXFER	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="text"/>

<input checked="" type="checkbox"/> MIXFER_Failover - MIXFER_Failover	<input type="button" value="0"/>	<input type="button" value="10"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> NewJerseyXfer - NewJerseyXfer	<input type="button" value="0"/>	<input type="button" value="10"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> NorthDenverXfer - NorthDenverXfer	<input type="button" value="0"/>	<input type="button" value="10"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> NVConfirmCB - Nevada Confirmation Callback	<input type="button" value="0"/>	<input type="button" value="1"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> OklahomaCallbackOGE - OklahomaCallbackOGE	<input type="button" value="0"/>	<input type="button" value="1"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> OklahomaXfer - OklahomaXfer	<input type="button" value="0"/>	<input type="button" value="10"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> OklahomaXfer_FO - OklahomaXfer_Failover	<input type="button" value="0"/>	<input type="button" value="10"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> PAXfer - PAXfer	<input type="button" value="0"/>	<input type="button" value="10"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> PittsburghXfer - PittsburghXfer	<input type="button" value="0"/>	<input type="button" value="10"/>	<input type="button" value="0"/>	<input type="text"/>
<input type="checkbox"/> QAXfer - Quality Air Transfer	<input type="button" value="0"/>	<input type="button" value="10"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> RemoteXfer - Remote Transfer Inbound	<input type="button" value="0"/>	<input type="button" value="1"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> SanDiegoXfer - San Antonio	<input type="button" value="0"/>	<input type="button" value="10"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> spanishvegas - spanishvegas	<input type="button" value="0"/>	<input type="button" value="10"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> StLouisXfer - StLouisXfer	<input type="button" value="0"/>	<input type="button" value="10"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> StLouisXfer_FO - StLouisXfer_Failover	<input type="button" value="0"/>	<input type="button" value="10"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> TampaSPXfer - Tampa Spanish Transfer	<input type="button" value="0"/>	<input type="button" value="10"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> TampaXfer - Tampa Transfer	<input type="button" value="0"/>	<input type="button" value="10"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> TEST - TESTCAMPAIGN	<input type="button" value="0"/>	<input type="button" value="10"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> ToddIllinoisCallback - ToddIllinoisCallback	<input type="button" value="0"/>	<input type="button" value="1"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> TodMichiganCallback - TodMichiganCallback	<input type="button" value="0"/>	<input type="button" value="1"/>	<input type="button" value="0"/>	<input type="text"/>
<input type="checkbox"/> TXConfirmCB - Texas Confirmation Callback	<input type="button" value="0"/>	<input type="button" value="1"/>	<input type="button" value="0"/>	<input type="text"/>
<input checked="" type="checkbox"/> VegasXfer - VegasXfer	<input type="button" value="0"/>	<input type="button" value="10"/>	<input type="button" value="0"/>	<input type="text"/>
<input type="checkbox"/> Verifier - Verifier	<input type="button" value="0"/>	<input type="button" value="1"/>	<input type="button" value="0"/>	<input type="text"/>
<input type="checkbox"/> VivoXfer - VivoXfer	<input type="button" value="0"/>	<input type="button" value="1"/>	<input type="button" value="0"/>	<input type="text"/>
<input type="checkbox"/> Watts_Up_Solar - Watts_Up_Solar	<input type="button" value="0"/>	<input type="button" value="10"/>	<input type="button" value="0"/>	<input type="text"/>

Custom 1: [?](#)
 Custom 2: [?](#)
 Custom 3: [?](#)
 Custom 4: [?](#)
 Custom 5: [?](#)

ADMIN REPORT OPTIONS:Realtime Block User Info: [?](#)Admin Hide Lead Data: [?](#)Admin Hide Phone Data: [?](#)Search Lead Ignore Group Restrictions: [?](#)**ADMIN INTERFACE OPTIONS:**View Reports: [?](#)Alter Agent Interface Options: [?](#)

Modify Users:

Change Agent Campaign:

Delete Users:

Modify User Groups:

Delete User Groups:

 Modify Lists:

 Delete Lists:

 Load Leads:

 Modify Leads:

GDPR-Compliant Export Delete Leads:

 Download Lists:

 Export Reports:

Delete From DNC Lists:

Custom Fields Modify:

 Modify Campaigns:

 Campaign Detail:

 Delete Campaigns:

 Modify In-Groups:

 Delete In-Groups:

 Modify DIDs:

 Delete DIDs:

Modify Custom Dialplans:

 Modify Remote Agents:

 Delete Remote Agents:

 Modify Scripts:

 Delete Scripts:

 Modify Filters:

 Delete Filters:

AGC Admin Access:

AGC Delete Phones:

 Modify Call Times:

 Delete Call Times:

 Modify Servers:

 Modify Shifts:

 Modify Phones:

 Modify Carriers:

 Modify Labels:

 Modify Colors:

 Modify Statuses:

 Modify Voicemail:

 Modify Audio Store:

 Modify Music On Hold:

 Modify TTS:

 Modify Contacts:

 CallCard Access:

Add Timeclock Log Record:

Modify Timeclock Log Record:

Delete Timeclock Log Record:

Manager Shift Enforcement Override:

Manager Pause Code Approval:

SECURITY OPTIONS, Only enable if needed:

Modify IP Lists:

Ignore IP List:

Two Factor Auth Override:

API USER OPTIONS, Only enable if needed:Agent API Access: API List Restrict:

ALL_FUNCTIONS	
add_group_alias	
add_lead	
add_list	
add_phone	
add_phone_alias	
add_user	
agent_ingroup_info	

API Allowed Functions:

DISABLE ADMIN AND AGENT SCREEN OPTIONS:API Only User: **LEVEL 9 ADMIN OPTIONS:**Modify Same User Level: Download Invalid Files: Alter Admin Interface Options: [DELETE THIS USER](#)[Click here for user time sheet](#)[Click here for user status](#)[Click here for user stats](#)[Click here for user multiple day status detail report](#)[Click here for user CallBack Holds](#)[Click here to see Admin changes to this record](#)

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BUILD: 220513-0819
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