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Wednesday October 22, 2025 13:32:51 PM

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## MODIFY A USERS RECORD: 1000

User Number: **1000** [?](#)Password:  [?](#)

Strength: Medium Length: 18

Force Change Password:  [?](#)Last Login Info: **2025-05-19 08:07:43 - 1 - 149.88.111.212** [?](#)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:  0 [?](#)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:  [?](#)

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

#### Inbound Groups: [?](#)

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

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

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

API Allowed Functions:

ALL\_FUNCTIONS  
 add\_group\_alias  
 add\_lead  
 add\_list  
 add\_phone  
 add\_phone\_alias  
 add\_user  
 agentingroup\_info

[?](#)

**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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