

HOME | Timeclock | Chat | Logout (capadmin)
Friday November 28, 2025 14:47:55 PM

User Stats | User Status | Time Sheet | Days Status

ADMINISTRATION

Reports
Users

Show Users
Add A New User

Copy User
Search For A User

User Stats
User Status

Time Sheet
Campaigns

Lists
Scripts

Filters
Inbound

User Groups
Remote Agents

Admin

MODIFY A USERS RECORD: byteworth

User Number: **byteworth** [?](#)
Strength: Strong Length: 23

Password: [?](#)
Force Change Password: [?](#)

Last Login Info: **2025-11-27 18:55:36 - 0 - 172.59.195.96** [?](#)

Full Name: [?](#)
User Level: [?](#)

User Group: [?](#)

Phone Login: [?](#)

Phone Pass: [?](#)

Active: [?](#)

VoiceMail ID: [?](#)

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 dialing

Alert Enabled: [?](#)

Allow Alerts: [?](#)

Preset Contact Search: [?](#)

Max Inbound Calls: [?](#)
inbound calls today: 0

Max Inbound Calls Filtering Enabled: [?](#)
inbound filtered calls today: 0

Max Inbound Calls Filtering Options:

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

Filter Minimum Seconds: [?](#)

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

Max Manual Dial Hopper Calls Per Hour: <input type="text" value="0"/> ? <i>hopper calls this hour: 0</i> Wrap Seconds Override: <input type="text" value="-1"/> ? Agent Ready Max Logout Override: <input type="text" value="-1"/> ? Additional Status Group: <input type="text" value="NONE"/> ?																																																																																																																																																																																																																																																																																															
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1031 - New Jersey Inbound	<input type="text" value="0"/> d	<input type="text" value="1"/> d	0																																																																																																																																																																																																																																																																																												
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2004 - Matts Campaign	<input type="text" value="0"/> d	<input type="text" value="1"/> d	0																																																																																																																																																																																																																																																																																												
2005 - Colorado Outbound	<input type="text" value="0"/> d	<input type="text" value="10"/> d	0																																																																																																																																																																																																																																																																																												
2006 - Arizona Outbound	<input type="text" value="0"/> d	<input type="text" value="10"/> d	0																																																																																																																																																																																																																																																																																												
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4001 - Moses Claude Colorado	<input type="text" value="0"/> d	<input type="text" value="1"/> d	0																																																																																																																																																																																																																																																																																												
Colorado - Colorado Transfer Campaign	<input type="text" value="0"/> d	<input type="text" value="1"/> d	0																																																																																																																																																																																																																																																																																												
REMOTE - REMOTE AGENTS	<input type="text" value="0"/> d	<input type="text" value="1"/> d	0																																																																																																																																																																																																																																																																																												
TEST1000 - Test1000	<input type="text" value="0"/> d	<input type="text" value="1"/> d	0																																																																																																																																																																																																																																																																																												
TESTCID - TEST CALLER ID	<input type="text" value="0"/> d	<input type="text" value="1"/> d	0																																																																																																																																																																																																																																																																																												
Inbound Groups: ?																																																																																																																																																																																																																																																																																															
<table border="1"> <thead> <tr> <th>INBOUND GROUP</th><th>RANK</th><th>GRADE</th><th>CALLS</th><th>WEB VARS</th></tr> <tr> <th></th><th>-> c change</th><th>-> c change</th><th></th><th></th></tr> </thead> <tbody> <tr><td><input type="checkbox"/> 4001ColoradoXfer - 4001ColoradoXfer</td><td><input type="text" value="0"/> d</td><td><input type="text" value="10"/> d</td><td>0</td><td></td></tr> <tr><td><input type="checkbox"/> 9003Failover - Campaign 9003 Failover</td><td><input type="text" value="0"/> d</td><td><input type="text" value="10"/> d</td><td>0</td><td></td></tr> <tr><td><input type="checkbox"/> AGENTDIRECT - Single Agent Direct Queue</td><td><input type="text" value="0"/> d</td><td><input type="text" value="10"/> d</td><td>0</td><td></td></tr> <tr><td><input type="checkbox"/> AGENTDIRECT_CHAT - Agent Direct Queue for Chats</td><td><input type="text" value="0"/> d</td><td><input type="text" value="10"/> d</td><td>0</td><td></td></tr> <tr><td><input type="checkbox"/> AlabamaXfer - AlabamaXfer</td><td><input type="text" value="0"/> d</td><td><input type="text" value="10"/> d</td><td>0</td><td></td></tr> </tbody> </table>						INBOUND GROUP	RANK	GRADE	CALLS	WEB VARS		-> c change	-> c change			<input type="checkbox"/> 4001ColoradoXfer - 4001ColoradoXfer	<input type="text" value="0"/> d	<input type="text" value="10"/> d	0		<input type="checkbox"/> 9003Failover - Campaign 9003 Failover	<input type="text" value="0"/> d	<input type="text" value="10"/> d	0		<input type="checkbox"/> AGENTDIRECT - Single Agent Direct Queue	<input type="text" value="0"/> d	<input type="text" value="10"/> d	0		<input type="checkbox"/> AGENTDIRECT_CHAT - Agent Direct Queue for Chats	<input type="text" value="0"/> d	<input type="text" value="10"/> d	0		<input type="checkbox"/> AlabamaXfer - AlabamaXfer	<input type="text" value="0"/> d	<input type="text" value="10"/> d	0																																																																																																																																																																																																																																																								
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<input type="checkbox"/> ArizonaCallback - ArizonaCallback	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0	<input type="text"/>
<input type="checkbox"/> AZXFER - Shane Arizona Transfer	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0	<input type="text"/>
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<input type="checkbox"/> spanishvegas - spanishvegas	0 <input type="button" value=""/>	10 <input type="button" value=""/>	0 <input type="button" value=""/>
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Custom 2:	<input type="text"/>		
Custom 3:	<input type="text"/>		

Custom 4:	<input type="text"/>	?
Custom 5:	<input type="text"/>	?
ADMIN REPORT OPTIONS:		
Realtime Block User Info:	<input type="text"/>	?
Admin Hide Lead Data:	<input type="text"/>	?
Admin Hide Phone Data:	<input type="text"/>	?
Search Lead Ignore Group Restrictions:	<input type="text"/>	?
ADMIN INTERFACE OPTIONS:		
View Reports:	<input type="text"/>	?
Alter Agent Interface Options:	<input type="text"/>	?
Modify Users:	<input type="text"/>	?
Change Agent Campaign:	<input type="text"/>	?
Delete Users:	<input type="text"/>	?
Modify User Groups:	<input type="text"/>	?
Delete User Groups:	<input type="text"/>	?
Modify Lists:	<input type="text"/>	?
Delete Lists:	<input type="text"/>	?
Load Leads:	<input type="text"/>	?
Modify Leads:	<input type="text"/>	?
GDPR-Compliant Export Delete Leads:	<input type="text"/>	?
Download Lists:	<input type="text"/>	?
Export Reports:	<input type="text"/>	?
Delete From DNC Lists:	<input type="text"/>	?
Custom Fields Modify:	<input type="text"/>	?
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Campaign Detail:	<input type="text"/>	?
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Delete DIDs:	<input type="text"/>	?
Modify Custom Dialplans:	<input type="text"/>	?
Modify Remote Agents:	<input type="text"/>	?
Delete Remote Agents:	<input type="text"/>	?
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Delete Scripts:	<input type="text"/>	?
Modify Filters:	<input type="text"/>	?
Delete Filters:	<input type="text"/>	?
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AGC Delete Phones:	<input type="text"/>	?
Modify Call Times:	<input type="text"/>	?
Delete Call Times:	<input type="text"/>	?
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Modify Shifts:	<input type="text"/>	?
Modify Phones:	<input type="text"/>	?
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Modify Statuses:	<input type="text"/>	?
Modify Voicemail:	<input type="text"/>	?
Modify Audio Store:	<input type="text"/>	?
Modify Music On Hold:	<input type="text"/>	?
Modify TTS:	<input type="text"/>	?
Modify Contacts:	<input type="text"/>	?

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Modify Timeclock Log Record:	<input type="text" value="1"/> ?
Delete Timeclock Log Record:	<input type="text" value="1"/> ?
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Manager Pause Code Approval:	<input type="text" value="1"/> ?
SECURITY OPTIONS, Only enable if needed:	
Modify IP Lists:	<input type="text" value="1"/> ?
Ignore IP List:	<input type="text" value="0"/> ?
Two Factor Auth Override:	<input type="text" value="DISABLED"/> ?
API USER OPTIONS, Only enable if needed:	
Agent API Access:	<input type="text" value="1"/> ?
API List Restrict:	<input type="text" value="1"/> ?
API Allowed Functions:	<input type="text" value="ALL_FUNCTIONS"/> add_group_alias add_lead add_list add_phone add_phone_alias add_user agent_ingroup_info
DISABLE ADMIN AND AGENT SCREEN OPTIONS:	
API Only User:	<input type="text" value="0"/> ?
LEVEL 9 ADMIN OPTIONS:	
Modify Same User Level:	<input type="text" value="1"/> ?
Download Invalid Files:	<input type="text" value="1"/> ?
Alter Admin Interface Options:	<input type="text" value="1"/> ?
<input type="button" value="SUBMIT"/>	
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	

VERSION: 2.14-858a
BUILD: 220513-0819
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