

VICIdial

ADMINISTRATION

Reports

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Show Users

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Admin

HOME | Timeclock | Chat | Logout (capadmin)

User Stats | User Status | Time Sheet | Days Status

Wednesday October 22, 2025 13:33:09 PM

MODIFY A USERS RECORD: 1001

User Number: 1001

Force Change Password: N

Last Login Info: 2025-10-08 09:22:36 - 0 - 136.158.101.64

Full Name: User01

User Level: 5

User Group: AGENTS

Phone Login:

Phone Pass:

Active: Y

Voicemail ID: voicemail chooser

Email:

Mobile Number:

User Code:

User Location: - default

VERM Secondary User Group: --UNDEFINED--

Main Territory:

User Nickname:

AGENT INTERFACE OPTIONS:

Agent Choose Ingroups: 0

Agent Choose Blended: 0

Hot Keys Active: 0

Scheduled Callbacks: 1

Agent-Only Callbacks: 1

Next-Dial My Callbacks Override: NOT_ACTIVE

Agent Call Manual: 1

Manual Dial Filter Override: DISABLED

Agent Recording: 1

Agent Transfers: 1

Closer Default Blended: 1

Agent Recording Override: DISABLED

Agent Alter Customer Data Override: NOT_ACTIVE

Agent Alter Customer Phone Override: NOT_ACTIVE

Agent Shift Enforcement Override: DISABLED

Agent Call Log View Override: DISABLED

Campaign Hide Call Log Override: DISABLED

Agent Lead Search Override: NOT_ACTIVE

Lead Filter: NONE - only enabled with no-hopper manual dialing

Alert Enabled: 0

Allow Alerts: 0

Preset Contact Search: NOT_ACTIVE

Max Inbound Calls: 0 inbound calls today: 0

Max Inbound Calls Filtering Enabled: 0 inbound filtered calls today: 0




Max Inbound Calls Filtering Options:













































































Filter Statuses: A, AA, AB, ADC, ADCT, AFAX

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

Inbound Groups: 

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

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

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

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: 0 ?
Change Agent Campaign: 0 ?
Delete Users: 0 ?
Modify User Groups: 1 ?
Delete User Groups: 0 ?
Modify Lists: 0 ?
Delete Lists: 0 ?
Load Leads: 0 ?
Modify Leads: 0 ?
GDPR-Compliant Export Delete Leads: 0 ?
Download Lists: 0 ?
Export Reports: 0 ?
Delete From DNC Lists: 0 ?
Custom Fields Modify: 0 ?
Modify Campaigns: 0 ?
Campaign Detail: 0 ?
Delete Campaigns: 0 ?
Modify In-Groups: 0 ?
Delete In-Groups: 0 ?
Modify DIDs: 0 ?
Delete DIDs: 0 ?
Modify Custom Dialplans: 0 ?
Modify Remote Agents: 0 ?
Delete Remote Agents: 0 ?
Modify Scripts: 0 ?
Delete Scripts: 0 ?
Modify Filters: 0 ?
Delete Filters: 0 ?
AGC Admin Access: 0 ?
AGC Delete Phones: 0 ?
Modify Call Times: 0 ?
Delete Call Times: 0 ?
Modify Servers: 0 ?
Modify Shifts: 0 ?
Modify Phones: 0 ?
Modify Carriers: 0 ?
Modify Labels: 0 ?
Modify Colors: 0 ?
Modify Statuses: 0 ?
Modify Voicemail: 0 ?
Modify Audio Store: 0 ?
Modify Music On Hold: 0 ?
Modify TTS: 0 ?
Modify Contacts: 0 ?
CallCard Access: 0 ?
Add Timeclock Log Record: 0 ?
Modify Timeclock Log Record: 0 ?
Delete Timeclock Log Record: 0 ?
Manager Shift Enforcement Override: 0 ?
Manager Pause Code Approval: 0 ?

SECURITY OPTIONS, Only enable if needed:

Modify IP Lists: 0 ?
Ignore IP List: 0 ?
Two Factor Auth Override: NOT_ACTIVE ?

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
agent_ingroup_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: ?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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