VICIdial

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: Capadmin

User Number:	**Capadmin** ?
Password:	CEi11 ? Strength: ▬ **Weak** Length: **5**
Force Change Password:	N ?
Last Login Info:	**2025-11-28 14:46:31 - 0 - 98.33.220.15** ?
Full Name:	ADMIN ?
User Level:	9 ?
User Group:	ADMIN ?
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:	600 ?

AGENT INTERFACE OPTIONS:

Agent Choose Ingroups:	1 ?
Agent Choose Blended:	1 ?
Hot Keys Active:	0 ?
Scheduled Callbacks:	1 ?
Agent-Only Callbacks:	0 ?
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: ?	Filter In-Groups: ?	Filter Minimum Seconds: ?
A AA AB ADC ADCT AFAX	4001ColoradoXfer - 4001ColoradoXfer 9003Failover - Campaign 9003 Failover AGENTDIRECT - Single Agent Direct Queue AGENTDIRECT_CHAT - Agent Direct Queue for Chats AlabamaXfer - AlabamaXfer ArizonaCallback - ArizonaCallback	-1

Max Manual Dial Hopper Calls:	0 ? *hopper calls today: 0*

Max Manual Dial Hopper Calls Per Hour: `0` ⊙ *hopper calls this hour: 0*

Wrap Seconds Override: `-1` ⊙

Agent Ready Max Logout Override: `-1` ⊙

Additional Status Group: `NONE ⌄` ⊙

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	
4001 - Moses Claude Colorado	0 ⌄	1 ⌄	0	
Colorado - Colorado Transfer Campaign	0 ⌄	1 ⌄	0	
REMOTE - REMOTE AGENTS	0 ⌄	1 ⌄	0	
TEST1000 - Test1000	0 ⌄	1 ⌄	0	
TESTCID - TEST CALLER ID	0 ⌄	1 ⌄	0	

Inbound Groups: ⊙

INBOUND GROUP	RANK -> ⌄ change	GRADE -> ⌄ change	CALLS	WEB VARS
☐ 4001ColoradoXfer - 4001ColoradoXfer	0 ⌄	1 ⌄	0	
☐ 9003Failover - Campaign 9003 Failover	0 ⌄	1 ⌄	0	
☑ AGENTDIRECT - Single Agent Direct Queue	0 ⌄	1 ⌄	0	
☐ AGENTDIRECT_CHAT - Agent Direct Queue for Chats	0 ⌄	1 ⌄	0	
☐ AlabamaXfer - AlabamaXfer	0 ⌄	1 ⌄	0	

☑ **ArizonaCallback** - ArizonaCallback	0 ⇅	1 ⇅	0	
☑ **AZXFER** - Shane Arizona Transfer	0 ⇅	1 ⇅	0	
☐ **AZXfer_Failover** - AZXfer_Failover	0 ⇅	1 ⇅	0	
☐ **BayAreaXfer** - BayAreaXfer	0 ⇅	1 ⇅	0	
☐ **CaliXfer** - CaliXfer	0 ⇅	1 ⇅	0	
☐ **ChicagoXfer** - ChicagoXfer	0 ⇅	1 ⇅	0	
☐ **COConfirmCB** - Colorado Confirmation Callback	0 ⇅	1 ⇅	0	
☐ **ColoradoForward** - ColoradoForward	0 ⇅	1 ⇅	0	
☐ **ColoradoXfer** - Colorado Transfer Queue	0 ⇅	1 ⇅	0	
☐ **ColoradoXfer_Failove** - Colorado Transfer Failover	0 ⇅	1 ⇅	0	
☐ **ColoradoXfer_Seconda** - Colorado Opt-In Secondary	0 ⇅	1 ⇅	0	
☑ **ColumbusCallback** - ColumbusCallback	0 ⇅	1 ⇅	0	
☐ **ColumbusOhioXfer** - ColumbusOhioXfer	0 ⇅	1 ⇅	0	
☐ **ColumbusOhioXferFO** - Columbus Ohio Xfer Failover	0 ⇅	1 ⇅	0	
☑ **DenverCallback** - DenverCallback	0 ⇅	1 ⇅	0	
☐ **DenverSpanish** - DenverSpanish	0 ⇅	1 ⇅	0	
☐ **DenverXfer_Failover** - DenverXfer_Failover	0 ⇅	1 ⇅	0	
☐ **DFWXfer** - DFWXfer	0 ⇅	1 ⇅	0	
☐ **FLConfirmCB** - Florida Confirmation Callback	0 ⇅	1 ⇅	0	
☐ **FLXfer** - FLXfer	0 ⇅	1 ⇅	0	
☐ **GeorgiaXfer** - GeorgiaXfer	0 ⇅	1 ⇅	0	
☑ **GRXfer** - Grand Rapids Xfer	0 ⇅	1 ⇅	0	
☑ **GRXfer_Failover** - Grand Rapids Transfer Failover	0 ⇅	1 ⇅	0	
☑ **IdahoCallBack** - IdahoCallback	0 ⇅	1 ⇅	0	
☐ **IdahoXfer** - IdahoXfer	0 ⇅	1 ⇅	0	
☑ **IdahoXfer_FO** - IdahoXfer_Failover	0 ⇅	1 ⇅	0	
☐ **IllinoisXfer** - IllinoisXfer	0 ⇅	1 ⇅	0	
☑ **IllinoisXferFailover** - IllinoisXferFailover	0 ⇅	1 ⇅	0	
☐ **JerseySelectXfer** - TEXAS AUSTIN	0 ⇅	1 ⇅	0	
☐ **JerseyXfer** - HOUSTON	0 ⇅	1 ⇅	0	
☑ **KansasCityCallback** - KansasCityCallback	0 ⇅	1 ⇅	0	
☐ **KansasCityXfer** - Kansas City Xfer	0 ⇅	1 ⇅	0	
☑ **KansasCityXfer_FO** - KansasCityXfer_Failover	0 ⇅	1 ⇅	0	

☑ **KentuckyXfer** - KentuckyXfer	5 ⇅	1 ⇅	0	
☐ **LAXFER** - LAXFER	0 ⇅	1 ⇅	0	
☐ **LiveXfer** - Live Transfer	0 ⇅	1 ⇅	0	
☐ **MaxwellXfer** - Maxwell Xfer	0 ⇅	1 ⇅	0	
☐ **MIConfirmCB** - Michican Confirmation Callback	0 ⇅	1 ⇅	0	
☐ **MIXFER** - MIXFER	0 ⇅	1 ⇅	0	
☐ **MIXFER_Failover** - MIXFER_Failover	0 ⇅	1 ⇅	0	
☐ **NewJerseyXfer** - NewJerseyXfer	0 ⇅	1 ⇅	0	
☑ **NorthDenverXfer** - NorthDenverXfer	5 ⇅	1 ⇅	0	
☐ **NVConfirmCB** - Nevada Confirmation Callback	0 ⇅	1 ⇅	0	
☑ **OklahomaCallbackOGE** - OklahomaCallbackOGE	0 ⇅	1 ⇅	0	
☐ **OklahomaXfer** - OklahomaXfer	0 ⇅	1 ⇅	0	
☑ **OklahomaXfer_FO** - OklahomaXfer_Failover	0 ⇅	1 ⇅	0	
☑ **PAXfer** - PAXfer	0 ⇅	1 ⇅	0	
☐ **PittsburghXfer** - PittsburghXfer	0 ⇅	1 ⇅	0	
☐ **QAXfer** - Quality Air Transfer	0 ⇅	1 ⇅	0	
☐ **RemoteXfer** - Remote Transfer Inbound	0 ⇅	1 ⇅	0	
☐ **SanDiegoXfer** - San Antonio	0 ⇅	1 ⇅	0	
☑ **spanishvegas** - spanishvegas	0 ⇅	1 ⇅	0	
☐ **StLouisXfer** - StLouisXfer	0 ⇅	1 ⇅	0	
☑ **StLouisXfer_FO** - StLouisXfer_Failover	0 ⇅	1 ⇅	0	
☐ **TampaSPXfer** - Tampa Spanish Transfer	0 ⇅	1 ⇅	0	
☐ **TampaXfer** - Tampa Transfer	0 ⇅	1 ⇅	0	
☐ **TEST** - TESTCAMPAIGN	0 ⇅	1 ⇅	0	
☑ **ToddIllinoisCallback** - ToddIllinoisCallback	0 ⇅	1 ⇅	0	
☑ **TodMiciganCallback** - TodMiciganCallback	0 ⇅	1 ⇅	0	
☐ **TXConfirmCB** - Texas Confirmation Callback	0 ⇅	1 ⇅	0	
☐ **VegasXfer** - VegasXfer	0 ⇅	1 ⇅	0	
☐ **Verifier** - Verifier	0 ⇅	1 ⇅	0	
☐ **VivoXfer** - VivoXfer	0 ⇅	1 ⇅	0	
☐ **Watts_Up_Solar** - Watts_Up_Solar	0 ⇅	1 ⇅	0	

Custom 1:	zak@thecapitalenergy.com ⍰
Custom 2:	capitalenergyinternational@gmail.com ⍰
Custom 3:	kevan@byteworth.com ⍰

Custom 4:	[ ] ?
Custom 5:	[ ] ?

ADMIN REPORT OPTIONS:

Realtime Block User Info:	0 ⬍ ?
Admin Hide Lead Data:	0 ⬍ ?
Admin Hide Phone Data:	0 ⬍ ?
Search Lead Ignore Group Restrictions:	0 ⬍ ?

ADMIN INTERFACE OPTIONS:

View Reports:	1 ⬍ ?
Alter Agent Interface Options:	1 ⬍ ?
Modify Users:	1 ⬍ ?
Change Agent Campaign:	1 ⬍ ?
Delete Users:	1 ⬍ ?
Modify User Groups:	1 ⬍ ?
Delete User Groups:	1 ⬍ ?
Modify Lists:	1 ⬍ ?
Delete Lists:	1 ⬍ ?
Load Leads:	1 ⬍ ?
Modify Leads:	1 ⬍ ?
GDPR-Compliant Export Delete Leads:	0 ⬍ ?
Download Lists:	1 ⬍ ?
Export Reports:	1 ⬍ ?
Delete From DNC Lists:	1 ⬍ ?
Custom Fields Modify:	0 ⬍ ?
Modify Campaigns:	1 ⬍ ?
Campaign Detail:	1 ⬍ ?
Delete Campaigns:	1 ⬍ ?
Modify In-Groups:	1 ⬍ ?
Delete In-Groups:	1 ⬍ ?
Modify DIDs:	1 ⬍ ?
Delete DIDs:	1 ⬍ ?
Modify Custom Dialplans:	1 ⬍ ?
Modify Remote Agents:	1 ⬍ ?
Delete Remote Agents:	1 ⬍ ?
Modify Scripts:	1 ⬍ ?
Delete Scripts:	1 ⬍ ?
Modify Filters:	1 ⬍ ?
Delete Filters:	1 ⬍ ?
AGC Admin Access:	1 ⬍ ?
AGC Delete Phones:	1 ⬍ ?
Modify Call Times:	1 ⬍ ?
Delete Call Times:	1 ⬍ ?
Modify Servers:	1 ⬍ ?
Modify Shifts:	1 ⬍ ?
Modify Phones:	1 ⬍ ?
Modify Carriers:	1 ⬍ ?
Modify Labels:	1 ⬍ ?
Modify Colors:	1 ⬍ ?
Modify Statuses:	1 ⬍ ?
Modify Voicemail:	1 ⬍ ?
Modify Audio Store:	1 ⬍ ?
Modify Music On Hold:	1 ⬍ ?
Modify TTS:	1 ⬍ ?
Modify Contacts:	1 ⬍ ?

CallCard Access:	1 ⬍ ❓
Add Timeclock Log Record:	1 ⬍ ❓
Modify Timeclock Log Record:	1 ⬍ ❓
Delete Timeclock Log Record:	1 ⬍ ❓
Manager Shift Enforcement Override:	1 ⬍ ❓
Manager Pause Code Approval:	1 ⬍ ❓

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:	1 ⬍ ❓
API List Restrict:	1 ⬍ ❓
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: | 0 ⬍ ❓ |

LEVEL 9 ADMIN OPTIONS:

Modify Same User Level:	1 ⬍ ❓
Download Invalid Files:	0 ⬍ ❓
Alter Admin Interface Options:	1 ⬍ ❓

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