

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

HOME | Timeclock | Chat | Logout (capadmin)

Friday November 28, 2025 14:47:55 PM

User Stats | User Status | Time Sheet | Days Status

MODIFY A USERS RECORD: byteworth

User Number: byteworth

Password: byt3w0rt4StJuDe10adv1i3 Strength: Strong Length: 23

Force Change Password: N

Last Login Info: 2025-11-27 18:55:36 - 0 - 172.59.195.96

Full Name: BW ADMIN

User Level: 9

User Group: BWADMIN

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: 1

Agent Choose Blended: 1

Hot Keys Active: 1

Scheduled Callbacks: 1

Agent-Only Callbacks: 1

Next-Dial My Callbacks Override: ENABLED

Agent Call Manual: 1

Manual Dial Filter Override:

Agent Recording: 1

Agent Transfers: 1

Closer Default Blended: 1

Agent Recording Override: ONDEMAND

Agent Alter Customer Data Override: ALLOW_ALTER

Agent Alter Customer Phone Override: ALLOW_ALTER

Agent Shift Enforcement Override: ALL

Agent Call Log View Override: Y

Campaign Hide Call Log Override: Y

Agent Lead Search Override: ENABLED

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

Alert Enabled: 0

Allow Alerts: 1

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: 4001ColoradoXfer - 4001ColoradoXfer
9003Failover - Campaign 9003 Failover
AGENTDIRECT - Single Agent Direct Queue
AGENTDIRECT_CHAT - Agent Direct Queue for Chats
AlabamaXfer - AlabamaXfer
ArizonaCallback - ArizonaCallback

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="10"/>	0	<input type="text"/>
0002 - Georgia Confirmation	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
0003 - St Louis Confirmation	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
0004 - Colorado Confirmation	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
0005 - Oklahoma Confirmation	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
0006 - Arizona Confirmation	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
1000 - Colorado Inbound	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
1001 - Vegas Inbound	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
1003 - California Inbound	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
1004 - HOUSTON TEXAS INBOUND	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
1006 - SAN ANTONIO TEXAS INBOUND	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
1008 - Arizona Campaign Inbound	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
1011 - EL PASO SPANISH INBOUND	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
1013 - Denver Spanish	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
1016 - DFW INBOUND	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
1017 - Orlando Inbound	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
1018 - Detroit Inbound	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
1019 - Grand Rapids Inbound	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
1020 - Kansas City Inbound	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
1021 - Tampa SPANISH Inbound	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
1022 - St Louis Inbound	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
1023 - Oklahoma Inbound	<input type="text" value="0"/>	<input type="text" value="10"/>	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="10"/>	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="10"/>	0	<input type="text"/>
2006 - Arizona Outbound	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
3000 - Seed Campaign	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
4000 - Michigan Outbound	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
4001 - Moses Claude Colorado	<input type="text" value="0"/>	<input type="text" value="1"/>	0	<input type="text"/>
Colorado - Colorado Transfer Campaign	<input type="text" value="0"/>	<input type="text" value="1"/>	0	<input type="text"/>
REMOTE - REMOTE AGENTS	<input type="text" value="0"/>	<input type="text" value="1"/>	0	<input type="text"/>
TEST1000 - Test1000	<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 type="checkbox"/> 4001ColoradoXfer - 4001ColoradoXfer	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
<input type="checkbox"/> 9003Failover - Campaign 9003 Failover	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>
<input type="checkbox"/> AGENTDIRECT - Single Agent Direct Queue	<input type="text" value="0"/>	<input type="text" value="10"/>	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 type="checkbox"/> AlabamaXfer - AlabamaXfer	<input type="text" value="0"/>	<input type="text" value="10"/>	0	<input type="text"/>

<input type="checkbox"/> ArizonaCallback - ArizonaCallback	0	10	0	<input type="text"/>
<input type="checkbox"/> AZXFER - Shane Arizona Transfer	0	10	0	<input type="text"/>
<input type="checkbox"/> AZXfer_Failover - AZXfer_Failover	0	10	0	<input type="text"/>
<input type="checkbox"/> BayAreaXfer - BayAreaXfer	0	10	0	<input type="text"/>
<input type="checkbox"/> CaliXfer - CaliXfer	0	10	0	<input type="text"/>
<input type="checkbox"/> ChicagoXfer - ChicagoXfer	0	10	0	<input type="text"/>
<input type="checkbox"/> COConfirmCB - Colorado Confirmation Callback	0	10	0	<input type="text"/>
<input type="checkbox"/> ColoradoForward - ColoradoForward	0	10	0	<input type="text"/>
<input type="checkbox"/> ColoradoXfer - Colorado Transfer Queue	0	1	0	<input type="text"/>
<input type="checkbox"/> ColoradoXfer_Failove - Colorado Transfer Failover	0	1	0	<input type="text"/>
<input type="checkbox"/> ColoradoXfer_Seconda - Colorado Opt-In Secondary	0	1	0	<input type="text"/>
<input type="checkbox"/> ColumbusCallback - ColumbusCallback	0	10	0	<input type="text"/>
<input type="checkbox"/> ColumbusOhioXfer - ColumbusOhioXfer	0	10	0	<input type="text"/>
<input type="checkbox"/> ColumbusOhioXferFO - Columbus Ohio Xfer Failover	0	10	0	<input type="text"/>
<input type="checkbox"/> DenverCallback - DenverCallback	0	10	0	<input type="text"/>
<input type="checkbox"/> DenverSpanish - DenverSpanish	0	10	0	<input type="text"/>
<input type="checkbox"/> DenverXfer_Failover - DenverXfer_Failover	0	10	0	<input type="text"/>
<input type="checkbox"/> DFWXfer - DFWXfer	0	10	0	<input type="text"/>
<input type="checkbox"/> FLConfirmCB - Florida Confirmation Callback	0	10	0	<input type="text"/>
<input type="checkbox"/> FLXfer - FLXfer	0	10	0	<input type="text"/>
<input type="checkbox"/> GeorgiaXfer - GeorgiaXfer	0	10	0	<input type="text"/>
<input type="checkbox"/> GRXfer - Grand Rapids Xfer	0	10	0	<input type="text"/>
<input type="checkbox"/> GRXfer_Failover - Grand Rapids Transfer Failover	0	10	0	<input type="text"/>
<input type="checkbox"/> IdahoCallBack - IdahoCallback	0	10	0	<input type="text"/>
<input type="checkbox"/> IdahoXfer - IdahoXfer	0	10	0	<input type="text"/>
<input type="checkbox"/> IdahoXfer_FO - IdahoXfer_Failover	0	10	0	<input type="text"/>
<input type="checkbox"/> IllinoisXfer - IllinoisXfer	0	10	0	<input type="text"/>
<input type="checkbox"/> IllinoisXferFailover - IllinoisXferFailover	0	10	0	<input type="text"/>
<input type="checkbox"/> JerseySelectXfer - TEXAS AUSTIN	0	10	0	<input type="text"/>
<input type="checkbox"/> JerseyXfer - HOUSTON	0	10	0	<input type="text"/>
<input type="checkbox"/> KansasCityCallback - KansasCityCallback	0	10	0	<input type="text"/>
<input type="checkbox"/> KansasCityXfer - Kansas City Xfer	0	10	0	<input type="text"/>
<input type="checkbox"/> KansasCityXfer_FO - KansasCityXfer_Failover	0	10	0	<input type="text"/>

<input checked="" type="checkbox"/> KentuckyXfer - KentuckyXfer	5	10	0	
<input type="checkbox"/> LAXFER - LAXFER	0	10	0	
<input type="checkbox"/> LiveXfer - Live Transfer	0	10	0	
<input type="checkbox"/> MaxwellXfer - Maxwell Xfer	0	10	0	
<input type="checkbox"/> MlConfirmCB - Michican Confirmation Callback	0	10	0	
<input type="checkbox"/> MIXFER - MIXFER	0	10	0	
<input type="checkbox"/> MIXFER_Failover - MIXFER_Failover	0	10	0	
<input type="checkbox"/> NewJerseyXfer - NewJerseyXfer	0	10	0	
<input checked="" type="checkbox"/> NorthDenverXfer - NorthDenverXfer	5	10	0	
<input type="checkbox"/> NVConfirmCB - Nevada Confirmation Callback	0	10	0	
<input type="checkbox"/> OklahomaCallbackOGE - OklahomaCallbackOGE	0	10	0	
<input type="checkbox"/> OklahomaXfer - OklahomaXfer	0	10	0	
<input type="checkbox"/> OklahomaXfer_FO - OklahomaXfer_Failover	0	10	0	
<input type="checkbox"/> PAXfer - PAXfer	0	10	0	
<input type="checkbox"/> PittsburghXfer - PittsburghXfer	0	10	0	
<input type="checkbox"/> QAXfer - Quality Air Transfer	0	10	0	
<input type="checkbox"/> RemoteXfer - Remote Transfer Inbound	0	10	0	
<input type="checkbox"/> SanDiegoXfer - San Antonio	0	10	0	
<input type="checkbox"/> spanishvegas - spanishvegas	0	10	0	
<input type="checkbox"/> StLouisXfer - StLouisXfer	0	10	0	
<input type="checkbox"/> StLouisXfer_FO - StLouisXfer_Failover	0	10	0	
<input type="checkbox"/> TampaSPXfer - Tampa Spanish Transfer	0	10	0	
<input type="checkbox"/> TampaXfer - Tampa Transfer	0	10	0	
<input type="checkbox"/> TEST - TESTCAMPAIGN	0	10	0	
<input type="checkbox"/> ToddIllinoisCallback - ToddIllinoisCallback	0	10	0	
<input type="checkbox"/> TodMiciganCallback - TodMiciganCallback	0	10	0	
<input type="checkbox"/> TXConfirmCB - Texas Confirmation Callback	0	10	0	
<input type="checkbox"/> VegasXfer - VegasXfer	0	10	0	
<input type="checkbox"/> Verifier - Verifier	0	10	0	
<input type="checkbox"/> VivoXfer - VivoXfer	0	10	0	
<input type="checkbox"/> Watts_Up_Solar - Watts_Up_Solar	0	10	0	
Custom 1:				?
Custom 2:				?
Custom 3:				?

Custom 4:	<input type="text"/>	?
Custom 5:	<input type="text"/>	?
ADMIN REPORT OPTIONS:		
Realtime Block User Info:	<input type="text" value="0"/>	?
Admin Hide Lead Data:	<input type="text" value="0"/>	?
Admin Hide Phone Data:	<input type="text" value="0"/>	?
Search Lead Ignore Group Restrictions:	<input type="text" value="0"/>	?
ADMIN INTERFACE OPTIONS:		
View Reports:	<input type="text" value="1"/>	?
Alter Agent Interface Options:	<input type="text" value="1"/>	?
Modify Users:	<input type="text" value="1"/>	?
Change Agent Campaign:	<input type="text" value="1"/>	?
Delete Users:	<input type="text" value="1"/>	?
Modify User Groups:	<input type="text" value="1"/>	?
Delete User Groups:	<input type="text" value="1"/>	?
Modify Lists:	<input type="text" value="1"/>	?
Delete Lists:	<input type="text" value="1"/>	?
Load Leads:	<input type="text" value="1"/>	?
Modify Leads:	<input type="text" value="1"/>	?
GDPR-Compliant Export Delete Leads:	<input type="text" value="0"/>	?
Download Lists:	<input type="text" value="1"/>	?
Export Reports:	<input type="text" value="1"/>	?
Delete From DNC Lists:	<input type="text" value="1"/>	?
Custom Fields Modify:	<input type="text" value="1"/>	?
Modify Campaigns:	<input type="text" value="1"/>	?
Campaign Detail:	<input type="text" value="1"/>	?
Delete Campaigns:	<input type="text" value="1"/>	?
Modify In-Groups:	<input type="text" value="1"/>	?
Delete In-Groups:	<input type="text" value="1"/>	?
Modify DID's:	<input type="text" value="1"/>	?
Delete DID's:	<input type="text" value="1"/>	?
Modify Custom Dialplans:	<input type="text" value="1"/>	?
Modify Remote Agents:	<input type="text" value="1"/>	?
Delete Remote Agents:	<input type="text" value="1"/>	?
Modify Scripts:	<input type="text" value="1"/>	?
Delete Scripts:	<input type="text" value="1"/>	?
Modify Filters:	<input type="text" value="1"/>	?
Delete Filters:	<input type="text" value="1"/>	?
AGC Admin Access:	<input type="text" value="1"/>	?
AGC Delete Phones:	<input type="text" value="1"/>	?
Modify Call Times:	<input type="text" value="1"/>	?
Delete Call Times:	<input type="text" value="1"/>	?
Modify Servers:	<input type="text" value="1"/>	?
Modify Shifts:	<input type="text" value="1"/>	?
Modify Phones:	<input type="text" value="1"/>	?
Modify Carriers:	<input type="text" value="1"/>	?
Modify Labels:	<input type="text" value="1"/>	?
Modify Colors:	<input type="text" value="1"/>	?
Modify Statuses:	<input type="text" value="1"/>	?
Modify Voicemail:	<input type="text" value="1"/>	?
Modify Audio Store:	<input type="text" value="1"/>	?
Modify Music On Hold:	<input type="text" value="1"/>	?
Modify TTS:	<input type="text" value="1"/>	?
Modify Contacts:	<input type="text" value="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:	1 ?
Ignore IP List:	0 ?
Two Factor Auth Override:	DISABLED ?
API USER OPTIONS, Only enable if needed:	
Agent API Access:	1 ?
API List Restrict:	1 ?
API Allowed Functions:	<div>ALL_FUNCTIONS add_group_alias add_lead add_list add_phone add_phone_alias add_user agent_ingroup_info</div> ?
DISABLE ADMIN AND AGENT SCREEN OPTIONS:	
API Only User:	0 ?
LEVEL 9 ADMIN OPTIONS:	
Modify Same User Level:	1 ?
Download Invalid Files:	1 ?
Alter Admin Interface Options:	1 ?
<div>SUBMIT</div>	
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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