06 Directory

Manage Webitel users. The module displays a list of users in the selected domain with information about the current status of each record.

Id	User ID. His SIP ID and phone number.
Name	User name
Role	Role according to access rights.
Agent	Is the user operator CC.
Online	Connection status via WebSocket protocol.
CC	Status of entry into the operator mode.
State	Device Registration Status via SIP or WebRTC Protocol
Status	OnBreak, DND, other ...
Description	Additional description

Using the action menu, the administrator can delete a user, force his status, or open the user settings editing card.

Editing card

Id	User ID. His SIP ID and phone number.
Name	User name
Password	USer password
Extension	Extension number. If not specified, it is given the same as **Id**.
Access PIN	PIN access to voice mail and DISA.
Role	Role according to access rights.

Agent	Is the user operator CC.
Use voicemail	Create a voice box for the user.
Auth ACL	Restriction of SIP user registration by IP address.

Variables

List of variables for this user.

Agent options

- **Call timeout** - Duration in seconds of calling the agent from the queue.
- **Wrap up time** - The duration of the pause in seconds between successful calls from the queue.
- **Max no answer** - The maximum number of consecutive calls from the queue without an answer from the operator, after which the system will force the operator to take a break.
- **Busy delay** - The delay in seconds between calls from the queue, if the operator is busy.
- **Reject delay** - The delay in seconds between calls from the queue, if the operator rejected the call.
- **No answer delay** - The delay in seconds between calls from the queue, if the operator did not answer.
- **Skills** - They give skills to further select the agent dialer.

Agent queue

List of queues with the ability to enable the operator.

Multiple user creation

Multi - allows you to create multiple users by specifying the starting and ending Id.

Starting with version 3.6.0, the ability to import users from a CSV file has been added:

Charts