

Campaign Assignment

when someone report or want to know how to do

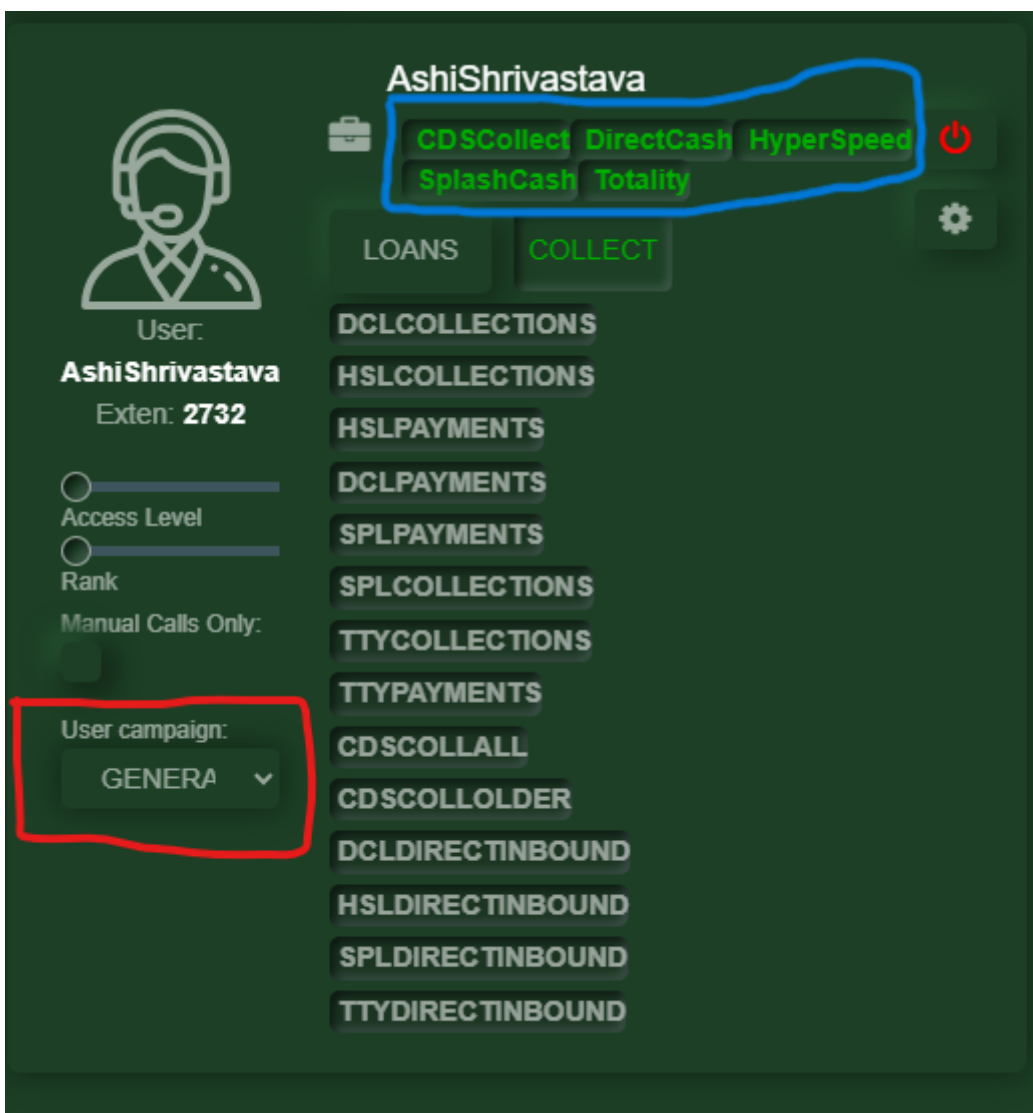
- campaign assignment

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Description:

In this case, the report indicates that when new users are created, they do not receive calls. This happens because the campaign was not assigned to the user. The campaign queues (the blue part) to which they should have access were assigned, but the campaign itself was not selected for the user.

Example:



Solution:

On the bottom left, there is a box labeled "User Campaign." By clicking on it, a list menu opens where all campaigns can be found. Depending on the user, the correct campaign must be selected — for example, *CDSCOLLALL* or *CDSCOLLOLDER*. Once assigned, the agent should start receiving

calls.