

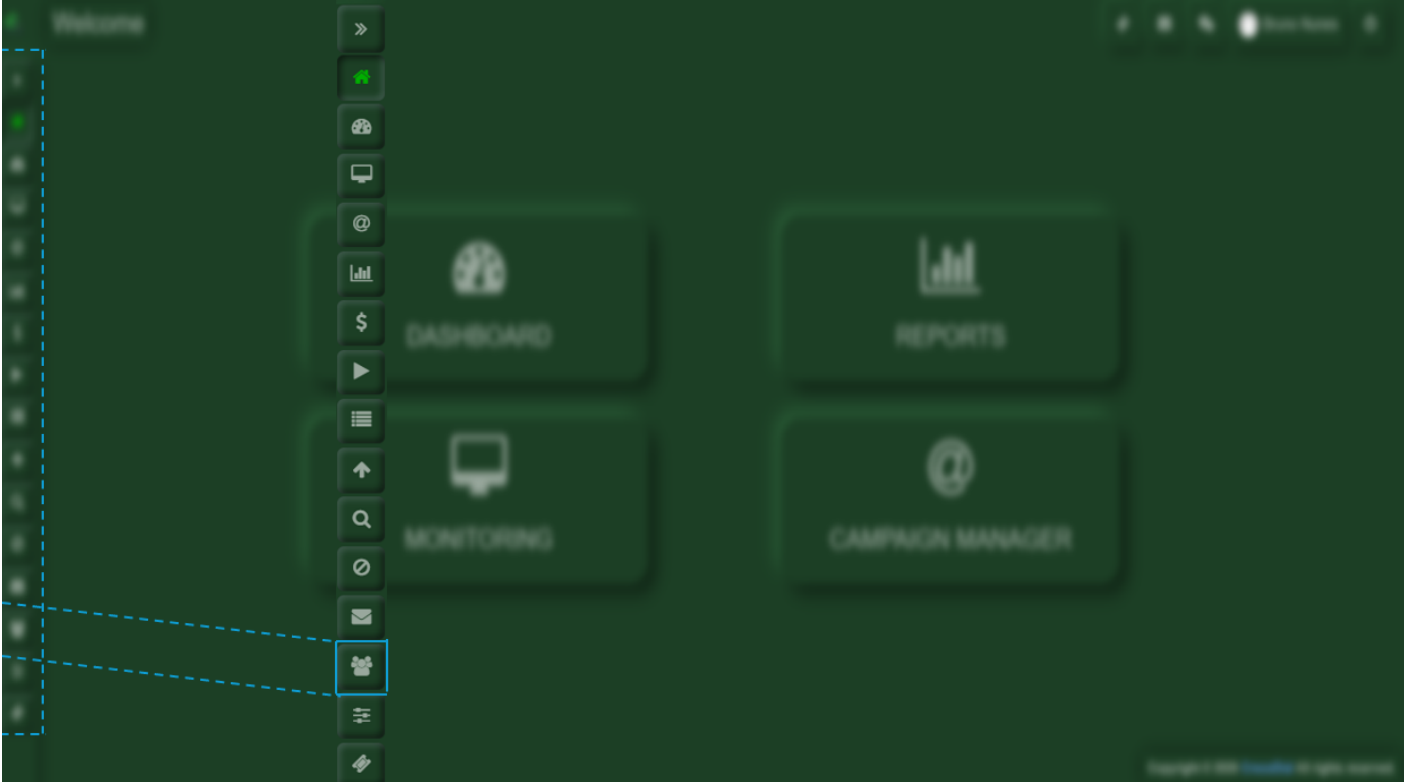
# User Management

The **User Management** section defines how agents, supervisors, and administrators are created, organized, authenticated, and granted permissions within the dialer system. It ensures proper access control, accountability, and operational efficiency.

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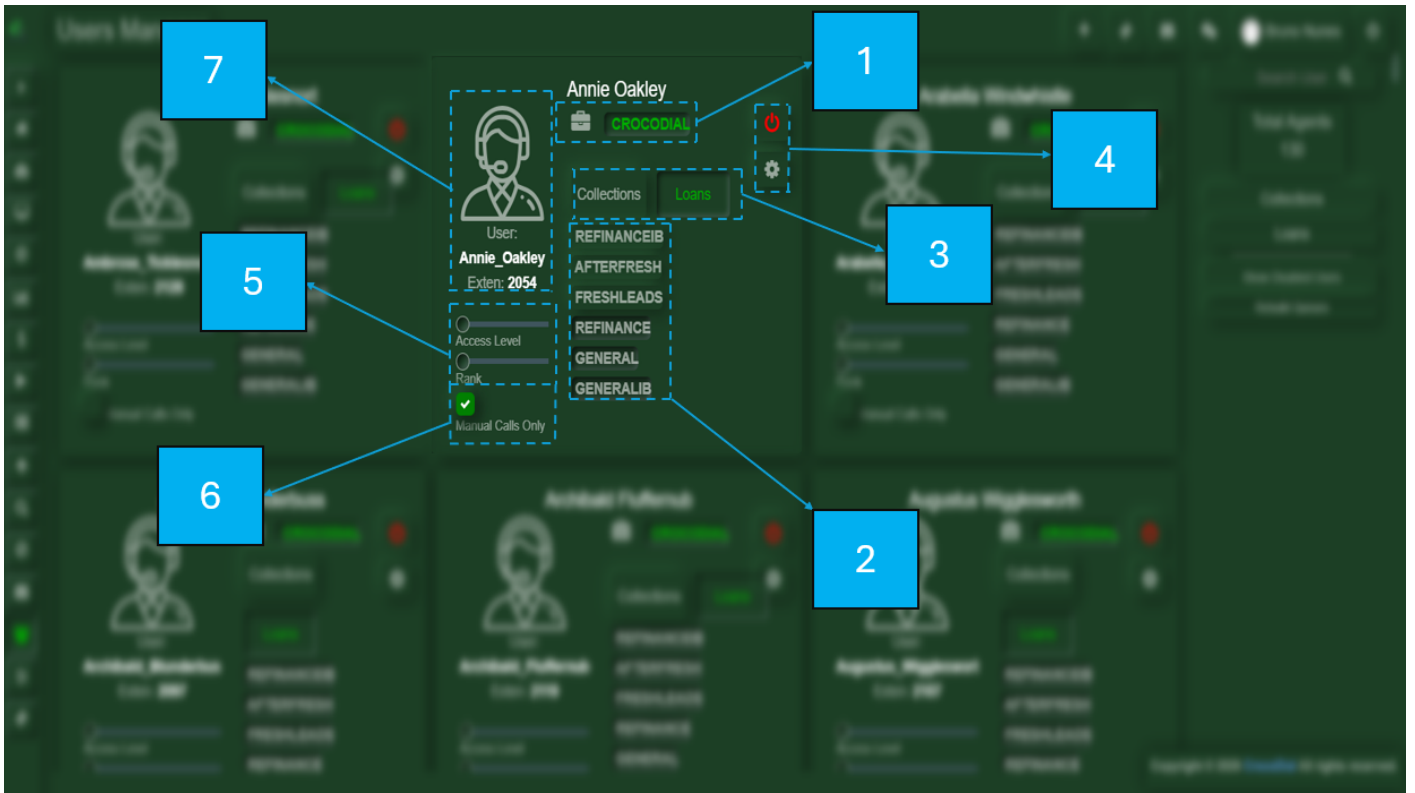
# List of Users

Within the side options bar, you will need to select the **User Manager** option.



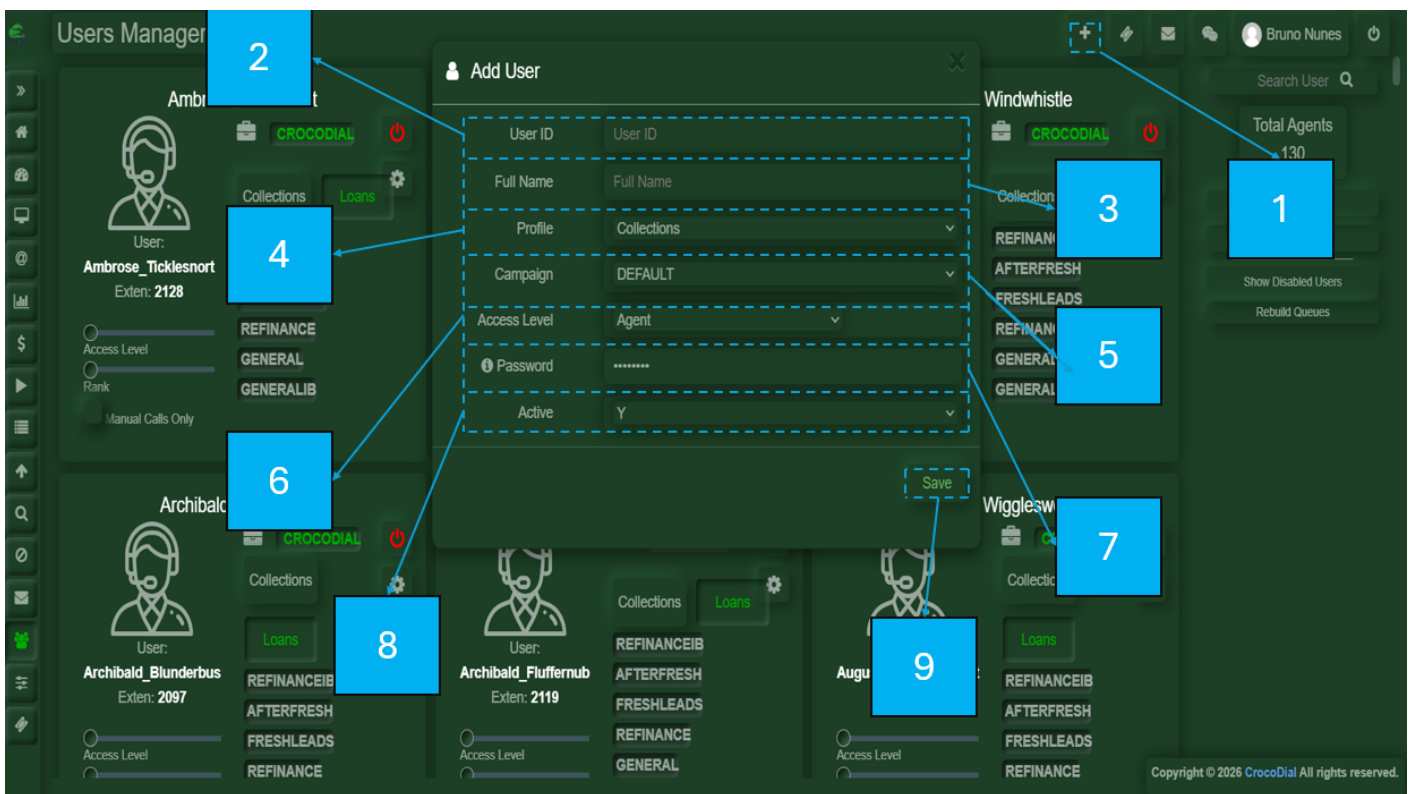
Within the Users section, you will find several components that describe a user:

1. **Portfoliod**
2. **Manual Queue Selection**
3. **Profiles**
4. **Options (Edit user & Deactivate User)**
5. **Access Level and Rank**
6. **Manual Calls Only**
7. **User Information**



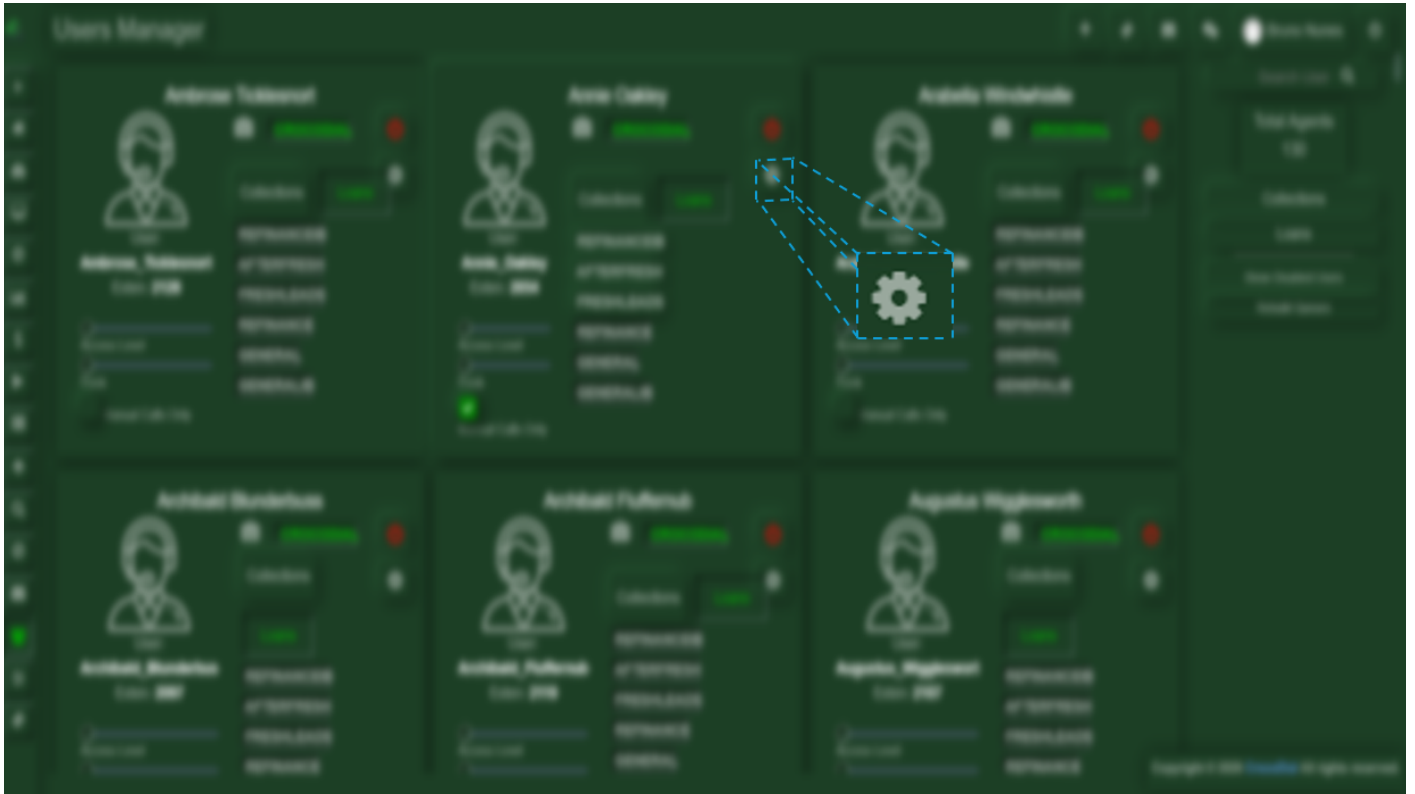
# Create User

1. In the upper-right corner, you will see a plus (+) icon. Click it to open a pop-up window where you can create a new user.
2. **User ID:** A unique number that identifies the user.
3. **Full Name:** The user's full name.
4. **Profile:** The profile that will be assigned to the user.
5. **Campaign:** The campaign that will be assigned to the user.
6. **Access Level:** Defines the level of access granted to a user based on their role.
7. **Password:** A password that may be predefined or created by the user.
8. **Active:** Indicates whether the user profile will be active or inactive.
9. **Save:** Button used to save the user's configuration settings.



# Edit User

You will notice that the selected user has a gear-shaped icon; this is the option used to edit the user.



Once here, you will have a variety of options available to make any adjustments or modifications you may require for the user.

**Edit Users** 🔍 ✉ 🗨 👤 Bruno Nunes 🔌

Full Name: Arabella Windwhistle

Email: Email

Portfolio: CRO - CROCODIAL

Status: Active

Access Level: Agent

Extension: 2084

Profile: Collections Loans

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📞 Phone Login: Phone Extension/Login

Voicemail: --- NONE ---

Change password: No

⌵ Advanced Settings ⌵

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# Delete User

To delete or disable a user, you only need to click the **Disable User** button.



# How to assign campaigns

To assign a campaign, you will need to select a profile, and the user will automatically have access to all campaigns.

