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Manage your Contact Center in Agent Setup

[Export agent accounts](#)

Contents

- 1 How do I select the fields that I want to export?
- 2 Where did my export go?



- Administrator

Learn how to export agent accounts using the Agent Setup application.

Related documentation:

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Tip

All Users who have the required roles and permissions set in Access Groups can perform these tasks.

There may be circumstances where you need to create a backup file of all your agent accounts or you might want to export agent accounts to update them using another application and then import them back in. When you export agent records, a spreadsheet document is downloaded to your local computer.

The screenshot shows the 'Users' page in the Agent Setup application. The top navigation bar includes 'Agent Setup', 'Contact Center Settings', 'Agent Groups', 'Users' (which is highlighted in blue), 'Transactions', 'Data Tools', 'Operations', and 'Audit'. The main content area has a header 'Add User' with buttons for 'Edit' and 'Delete'. A sidebar on the left lists 'Add User', 'Edit Users', 'Delete Users', and 'Export All'. The 'Export All' option is selected, and a sub-menu shows 'First and last names are empty' for each row. The main table has columns for 'Username', 'Roles', and 'Skills'. The table contains 8 rows, each with a 'First and last names are empty' message in the first column and 'Agent Desktop Agent' and 'No Skills Assigned' in the other columns. The bottom of the table shows a summary: '8 User(s) found'.

	Username	Roles	Skills
First and last names are empty	A_2230_4440451	Agent Desktop Agent	No Skills Assigned
First and last names are empty	A_2230_4440452	Agent Desktop Agent	No Skills Assigned
First and last names are empty	A_2230_4440453	Agent Desktop Agent	No Skills Assigned
First and last names are empty	A_2230_4440454	Agent Desktop Agent	No Skills Assigned
First and last names are empty	A_2230_4440455	Agent Desktop Agent	No Skills Assigned
First and last names are empty	A_2230_4440456	Agent Desktop Agent	No Skills Assigned
First and last names are empty	A_2230_4440457	Agent Desktop Agent	No Skills Assigned

On the **Users** page, you can export all users or a subset of users.

- **Export All:** Click the down arrow on the **User Actions** menu and select **Export All**.
- **Export Selected:** To select a subset of users, select the users and then select **Export Selected** from the **User Actions** menu. You can select the users by:
 - Click the check boxes next to the users you want to export.
 - Filter the list of users by using the search boxes at the top of the **Users** list and then click **Select All** or individually select the users you want to export.

How do I select the fields that I want to export?

Export Users

Please select fields to export, fields with * are required.

File Name:

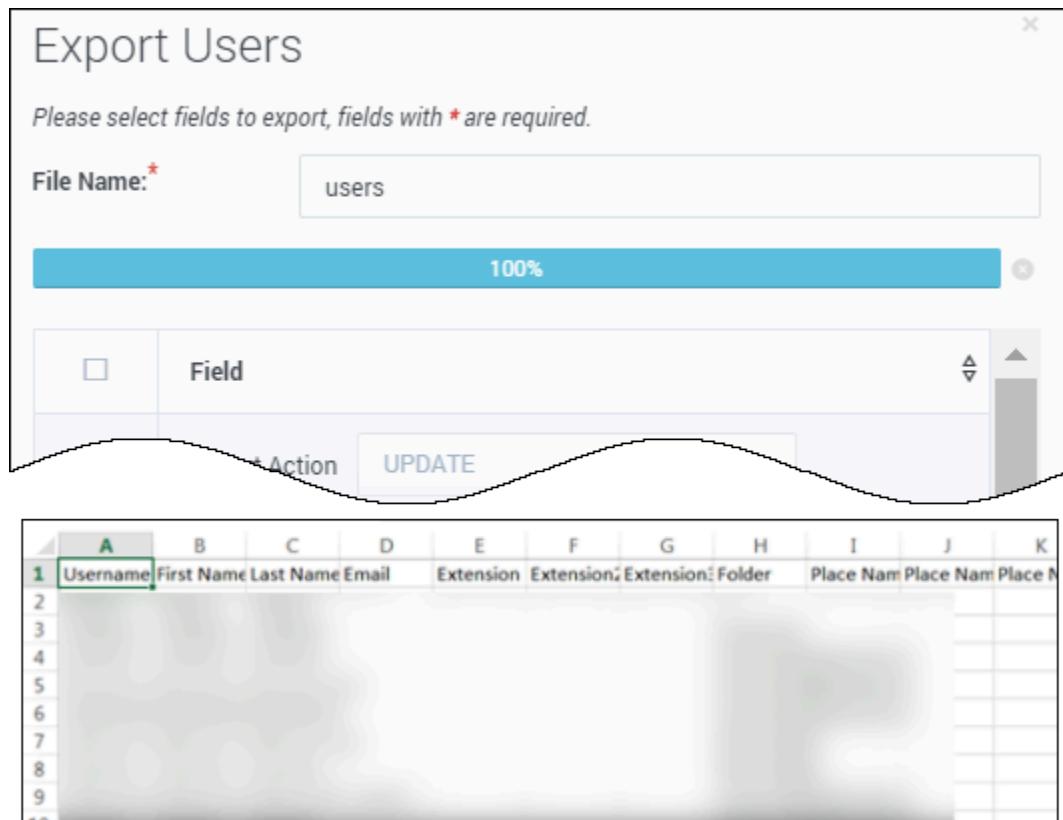
<input type="checkbox"/>	Field
<input type="checkbox"/>	Import Action <input type="button" value="UPDATE"/>
<input type="checkbox"/>	Access Group
<input checked="" type="checkbox"/>	Agent Groups
<input type="checkbox"/>	Annex
<input type="checkbox"/>	Change Password
<input checked="" type="checkbox"/>	Default Place
<input checked="" type="checkbox"/>	Email
<input type="checkbox"/>	Employee Id
<input type="checkbox"/>	Enabled
<input checked="" type="checkbox"/>	Extension

On the **Export Users** window, you can give your exported file a custom name. This makes it easier for you to locate on your local system after you export. You can either accept the default selections or customize the list. If you want to export all fields, select the check box at the top of the list, next to the **Field** label.

Important

- If you are exporting your user accounts as a means to modify the records and then import them back in, select the **Import Action** field. If you don't select this field, the .CSV file will not import correctly.
- If you are including Skills in your export, the skill level must be zero or greater for it to be listed in the export files.

Where did my export go?



When the progress bar at the top of the **Export Users** window reaches 100 per cent, the document is completely downloaded to your local computer. How you access your downloaded files varies by operating system. In general, you can open your **Downloads** folder, and look for the **.csv** file that corresponds to the file name you specified.

You can then double-click the file to open it and view the exported data.

Important

If you use Microsoft Excel, the program automatically truncates all leading zeros from numbers in CSV files when you open the file by double-clicking on its name. You need to change at least the columns where the leading zeros occur to text format. For more information on how to resolve this issue, see this FAQ.