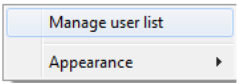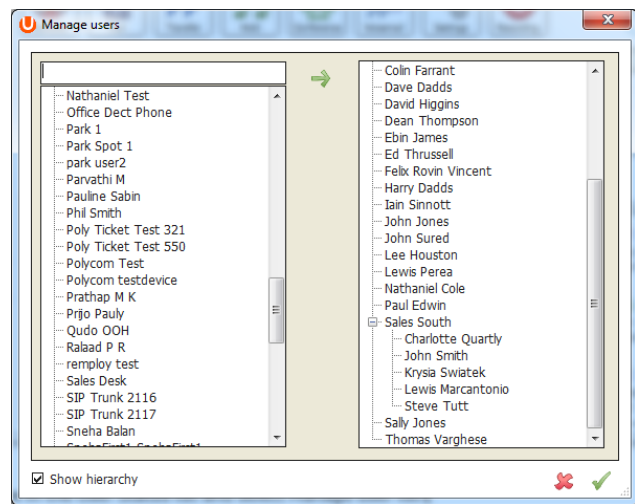To modify the list of users currently being monitored, right-click anywhere in the User Status list and select Manage user list

You will then be able to move users between the lists either by double-clicking them or using the arrow button. All users in the right-side list will be monitored in the User Status tab. This list is saved when Unity is closed.

You can also search for specific users or departments and can move parent items to move all child items of that parent item. Click OK to return to the main window where the User Status list will be automatically updated, you do not need to restart Unity. Please note that services such as hunt groups, call centers, trunk groups, auto attendants etc cannot be monitored.