**How To Logout An Agent From CC-One**

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| This page will show you how a CC-One v10+ administrator can log out an agent who forgot to log out. Begin by opening the Real-Time Reports. It's in the left sidebar of <https://portal.ccone.net>. You might need to scroll down a bit. |  |

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| Click the dropdown arrow next to Agent Reports at the top and choose the View Snapshot Reports option. |  |

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| Your queues will pop-up below that. Click the team that has the agent that you want to logout. |  |

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| Click the log out icon. Confirm and you're done. |  |