

# Primas CX User Guide

## Notifier

The main purpose of the Notifier is to provide a client to the Linkscope server to execute the actions on the call center agent PC which are needed for Linkscope features.

An important Linkscope use case is giving the agent information about the caller when a call arrives at the agent. The caller information consists of basic data like the caller phone number and the called number and additional data like customer number, name and other available information about the caller.

- [Installation.](#)
- [Sign In to Notifier.](#)
- [Sign Out from Notifier.](#)
- [Close/ Exit Notifier.](#)
- Common options:
  - [Auto update new version of Notifier.](#)
  - [Auto update new version of Custom DLL.](#)
  - [Update server IP address/ host name.](#)
  - [Enable/ disable screen pop.](#)
  - [Enable/ disable repeat caller pop \(E-Pop\).](#)
  - [Enable/ disable disconnect caller callback pop \(ReconX\).](#)
  - [Enable/ disable queue information.](#)
  - [Enable/ disable OnePop.](#)
  - [Show/ hide IVR information for debugging.](#)
  - [Enable/ disable automatic sign in](#)
  - [Help Guide](#)
  - [Log file](#)
- Application Features
  - [Reset agent's password \(review...\)](#)
  - [Change agent's password](#)
  - [Import custom DLL file](#)
  - [Set customer profile](#)
  - [Using Call Trace](#)
  - [Using Phone Lookup](#)
  - [Show the repeat caller information](#)
  - [Queue information](#)
  - [Disconnected Caller callback \(ReconX\)](#)
  - [Filter out a phone number](#)
  - [Email](#)
  - [Chat](#)
  - [Move control](#)
- [Connection troubleshooting.](#)

## Web Application

- Authentication
  - [Add a user](#)
  - [Manage user's role and permission](#)
  - [Change user's password](#)
  - [Inactivate / Reactivate user](#)
  - [Lock/ Unlock user](#)
  - [Reset user's password](#)
- Dashboards
  - [Troubleshoot](#)
  - [Screen Pop](#)
  - [FreedomQ](#)
  - [Queue Info](#)
- Application
  - [Email Campaign](#)
- Configurations
  - General configuration
    - [System](#)
    - [Company](#)
    - [Site](#)
    - [ACD](#)
    - [API User](#)
    - [Location](#)
    - [Device Type](#)
    - [Role & Premission](#)
    - [Users](#)
    - [IVR](#)
    - [Country Code](#)
    - [Holiday](#)
    - [Message Template](#)
    - [Email Template](#)
    - [Report Management](#)
    - [API Integration](#)
  - Screen pop configuration
    - [General](#)
    - [CTI Link](#)
    - [Agent Feature](#)
    - [DNIS](#)
    - [VDN](#)
    - [Skill Extension](#)
    - [Agent Extension](#)
    - [Agent](#)
    - [Other Device](#)
    - [Notifier Setting](#)
    - [Custom DLL](#)
    - [Web Plugin](#)
    - [Notifier Installer](#)
    - [Notifier User](#)
    - [User Setting](#)
    - [Caller Info](#)
    - [Trunk Group](#)
    - [Phone Number](#)
  - FreedomQ configuration
    - [VDN](#)
    - [FQ Config](#)
    - [FQ Option](#)
    - [FQ Mode](#)
    - [IVR Port](#)
    - [Calendar List](#)
  - First Call Resolution (FCR) configuration
    - [Configuration](#)
    - [Phone Number Exclusion](#)
  - Post Call Survey (PCS) configuration
    - [DNIS](#)

## Web Notifier

- [Configure Web Notifier](#)
- [Get Started with Primas Web Notifier](#)
- [Install Web Notifier Chrome Extension](#)
- [Troubleshooting](#)

- [PCS Configuration](#)
  - [PCS Report Option](#)
  - [Survey Number](#)
- [Abandon](#)
- Social Message & Call browsing
  - General
  - [VDN](#)
  - [Contact Config](#)
  - [Message Template](#)
  - Contact Exclusion
  - User Channel
- [Static Content List](#)
- [Contact Report](#)
- OmniCX configuration
- Enable/Disable features
  - [FreedomQ](#)
  - [PCS](#)
  - [Prescreen](#)
  - Calls in queue
- Reports
  - FCR
    - FCR Report
    - FCR Exclusion
  - [Abandon Report](#)
  - Contact Report
  - PCS Report
  - IVR Report
  - FreedomQ Report
    - FQ Summary
    - FQ Offer
    - FQ Callback Detail
  - Contact Message Report
  - System
    - Performance Report
- Diagnostics
  - Test screen pop using Simulation tool
  - General
    - System Info
    - Database
    - Test Web API
    - WEB API Log
    - Email Log
  - Screen Pop
    - Agent Call Detail
    - Agent Activity
    - Agent Summary
    - ACD Agent Login
    - Notifier Login
    - Calls in Queue
    - Recent Contacts
    - Contact Message
    - Device Registration
    - Contact Detail
      - Contact
      - Contact Event
      - Screen Pop
      - IVR
    - Device Trancing
    - [Test pop page](#)
  - FreedomQ
    - Pending List
  - Feature Status
- Q&A
  - How to edit agent name in PCS report