

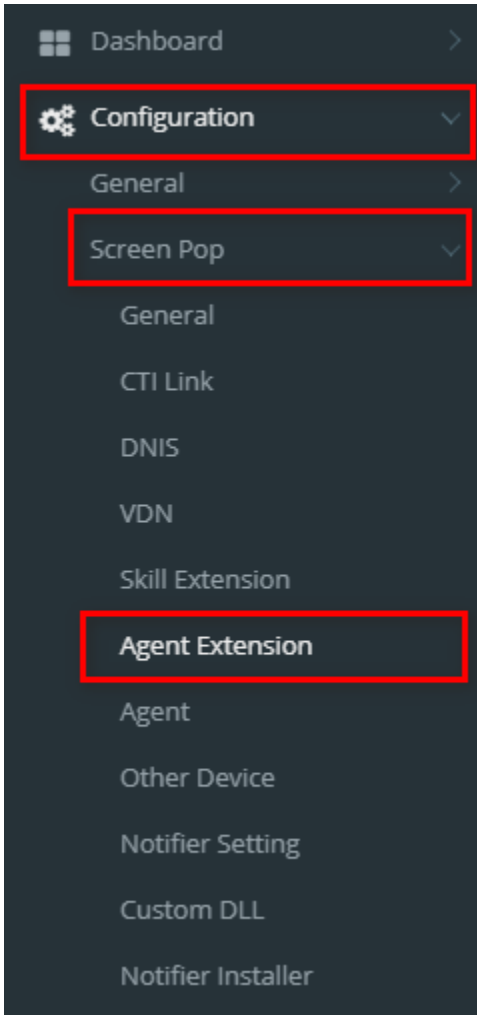
Add new Agent Extension

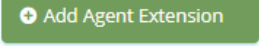

The Agent Extension is an Avaya Station ID (or Position ID). To add an agent extension into LinkScope Web Application.

Step-by-step guide

To add new an Agent Extension:

1. While logged into LinkScopeWeb, navigate to the following: **Configuration ? Screen Pop? Agent Extension**.



2. Click  button, the **Add** popup is displayed.
3. At the **Add** popup, you enter **Extension**, **Phone Number** and select **Extension Type**, **Role**, **Registered(Y/N)**, **Allow Remote Login(Y/N)**, **Enable WebRTC(Y/N)**.
4. Then click  button.

Add

Extension

40020

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Extension Type

Live Agent Extensi...

▼

Phone Number

Role

Administrators

×

|

Registered

☒

Allow Remote Login

☐

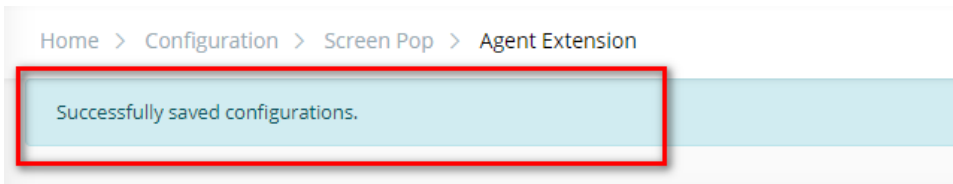
Enable WebRTC

☐

✓ Update

✕ Cancel

If the system shows this message, you created successfully a new Agent Extension.



Related articles

- [Guideline How To Use The Agent Dashboard](#)
- [How to manage API User at General Configuration](#)
- [How to manage Postcall Survey Configuration](#)
- [How to manage User Setting at Screen Pop Configuration](#)
- [How to manage FQ Config at FreedomQ Configuration](#)