

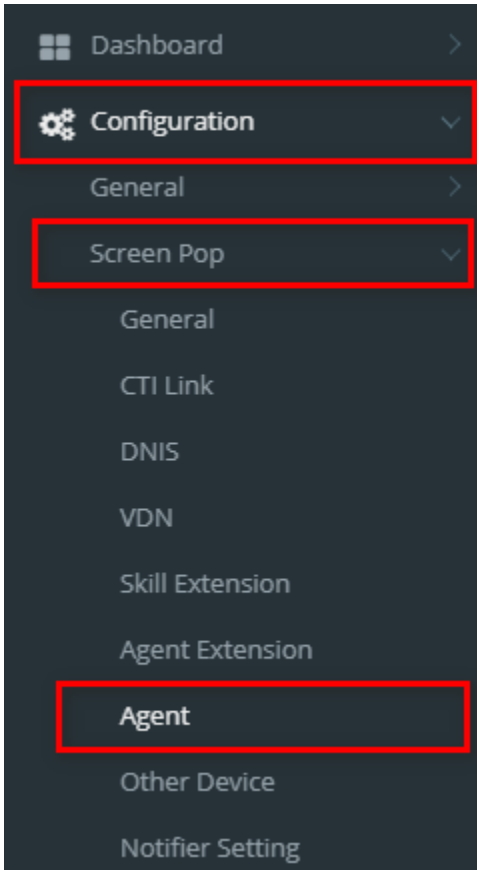
Add new Agent

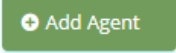

An Agent ID is an Avaya Agent Login ID. In order to add an agent ID into LinkScope Web Application.

Step-by-step guide

To add new an Agent:

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



2. Click  button . the **Add** popup is displayed.
3. At the **Add** popup, you enter **Agent ID, Agent Name, Agent Password**, and select **Agent Skill, Role**.
4. Then click  button.

Add

Agent ID

50002

*

Agent Name

Agent 2

*

Agent Password

Agent Skills

Voice Priority

×

Role

Administrators

×

Update

Cancel

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

Home > Configuration > Screen Pop > Agent

Successfully saved configurations.



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](#)