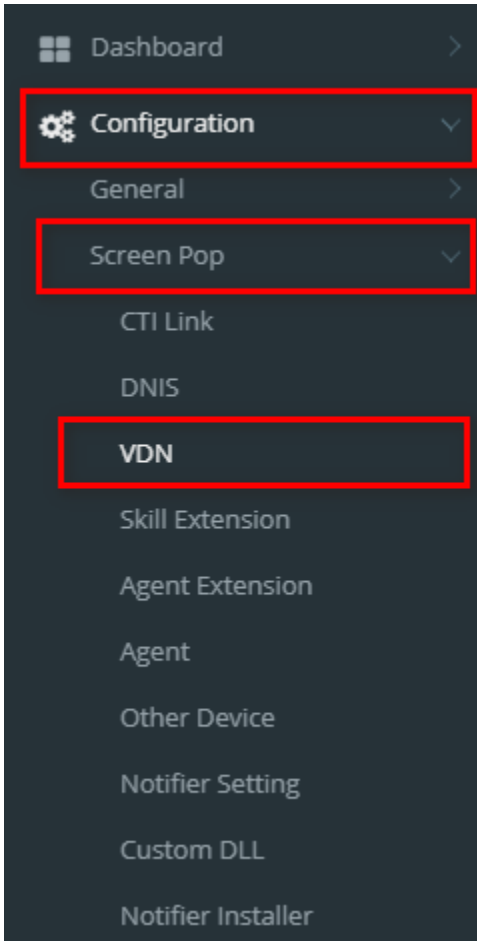



Add new VDN

Step-by-step guide

To add new the VDN:

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



2. Click  button . The **Add** popup is displayed.
3. At the **Add** popup, you enter **VDN**, **VDN Name**, **Route to Next VDN** and select **VDN Type**, **Associated DNIS**, **Language**, **Survey Number**, **Actual Queue**, **Media Type**, **Role**.



4. Then click  button.

Add

×

VDN

20023

*

VDN Name

Voice Queue

*

VDN Type

Agent VDN

▼

*

Associated DNIS

20104 - 20104 DNIS lab NBT

▼

*

Language

English

▼

Survey Number

1

▼

Actual Queue

49033 - Voice Priority

▼

Route to Next VDN

Media Type

Phone Call

×

Role

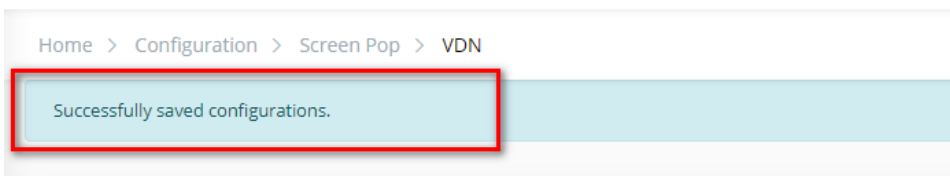
Administrators

×

Update

Cancel

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



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](#)