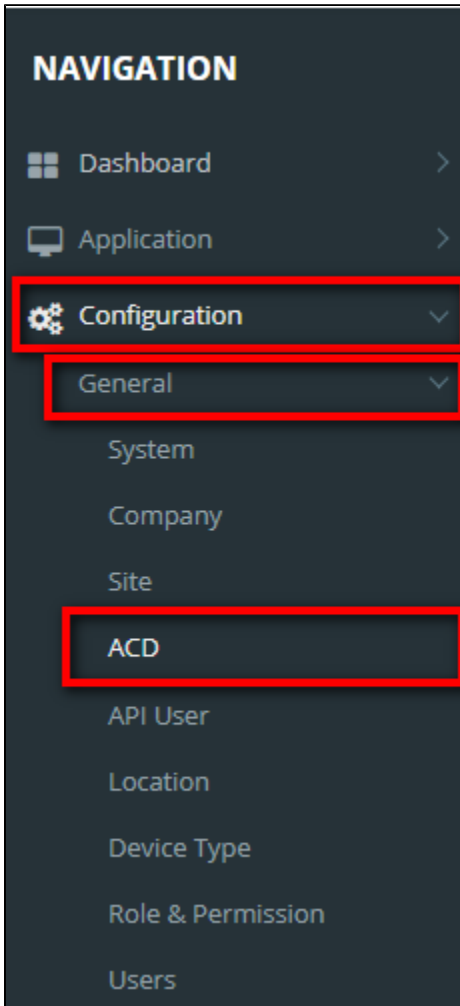


How to manage ACD at General Configuration

Step-by-step guide

- Go to Linkscope Web application and if you're not already signed in, select **Sign in**.
- From the Linkscope Web application, you click to **Configuration ? General ? ACD** at the menu.



ADD NEW AN ACD



1. Click **Add ACD** button, the **Add** popup is displayed.
2. At the **Add** popup, enter your **ACD Name** and select **Site Name** into the textbox. Then click the **Update** button.

Add

ACD Name
ACDPrimas
*

Site Name
LS
*

Update

Cancel


If the system shows this message, you created successfully an ACD.



EDIT AN ACD

- On **ACD List** table, select any row you want to edit the ACD name.

ACD ID	ACD Name	Site Name	Date Updated
24	ACDPrimas	LS	08/19/2019 15:05:05 PM

- Click  button on that row. The **Edit** popup is displayed.
- At **Edit** popup, modify your new **ACD Name** and select new **Site Name** into the textbox. Then click the **Update** button.

Edit

ACD ID
24

ACD Name
ACDEdit
*

Site Name
PrimasSite1
*

Update

Cancel


If the system shows this message, you edited successfully an ACD.

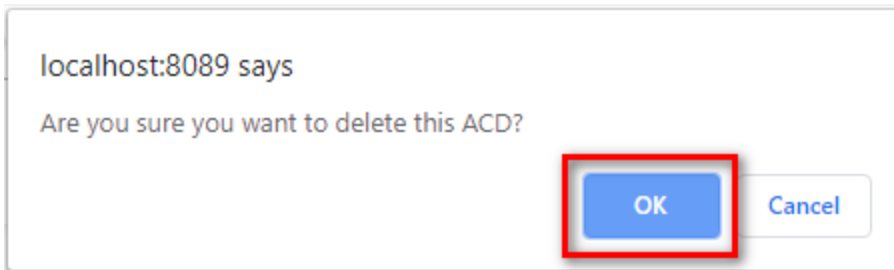


DELETE AN ACD

1. On **ACD List** table, select any row you want to delete the ACD name.

ACD ID	ACD Name	Site Name	Date Updated
24	ACDPrimas	LS	08/19/2019 15:05:05 PM

2. Click  button on that row.
3. There're alert displays after you click to this button. Select **OK**.



If the system shows this message, you deleted successfully an ACD.



SEARCH AN ACD

On the **ACD List** table. You can search for an ACD by searching the **ACD Name** or **Site Name** field.

1. Search by the **ACD Name** field:

ACD ID	ACD Name	Site Name	Date Updated
1	ACD1	LS	12/14/2017 17:29:28 PM

2. Search by the **Site Name** field:

ACD ID	ACD Name	Site Name	Date Updated
		LS	
1	ACD1	LS	12/14/2017 17:29:28 PM
25	ACD2	LS	08/19/2019 17:05:18 PM

1 - 2 of 2 items



Note:

For better searching, you can fill both give field: ACD Name, Site Name.

IMPORT FROM/ EXPORT TO AN EXCEL FILE

- To import data from excel file:

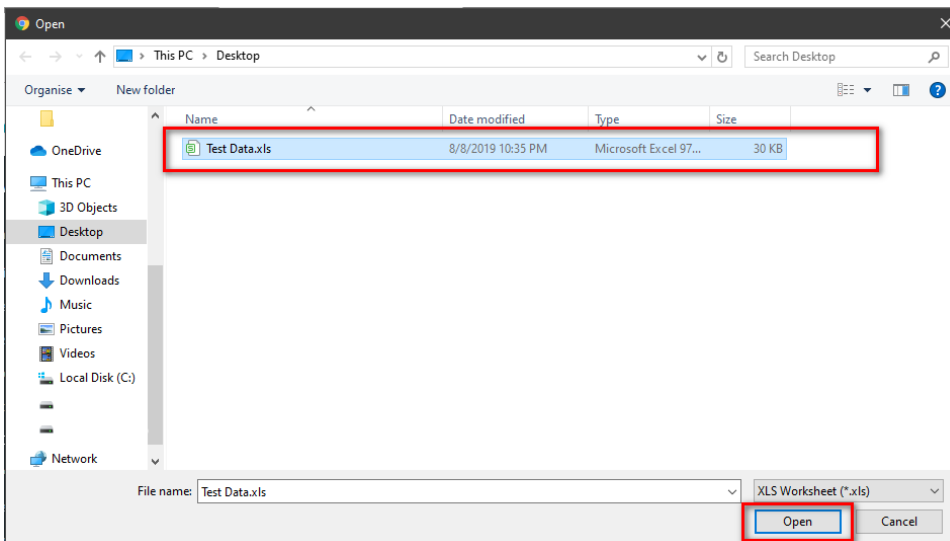
1. At select file (.xls) label, click **Select files** button.

Select file (.xls)

Select files...

Import Export excel

2. Select an excel file that you want to import and click **Open** button.



3. Click the **Import** button.

Select file (.xls)

Select files...

Test Data.xls

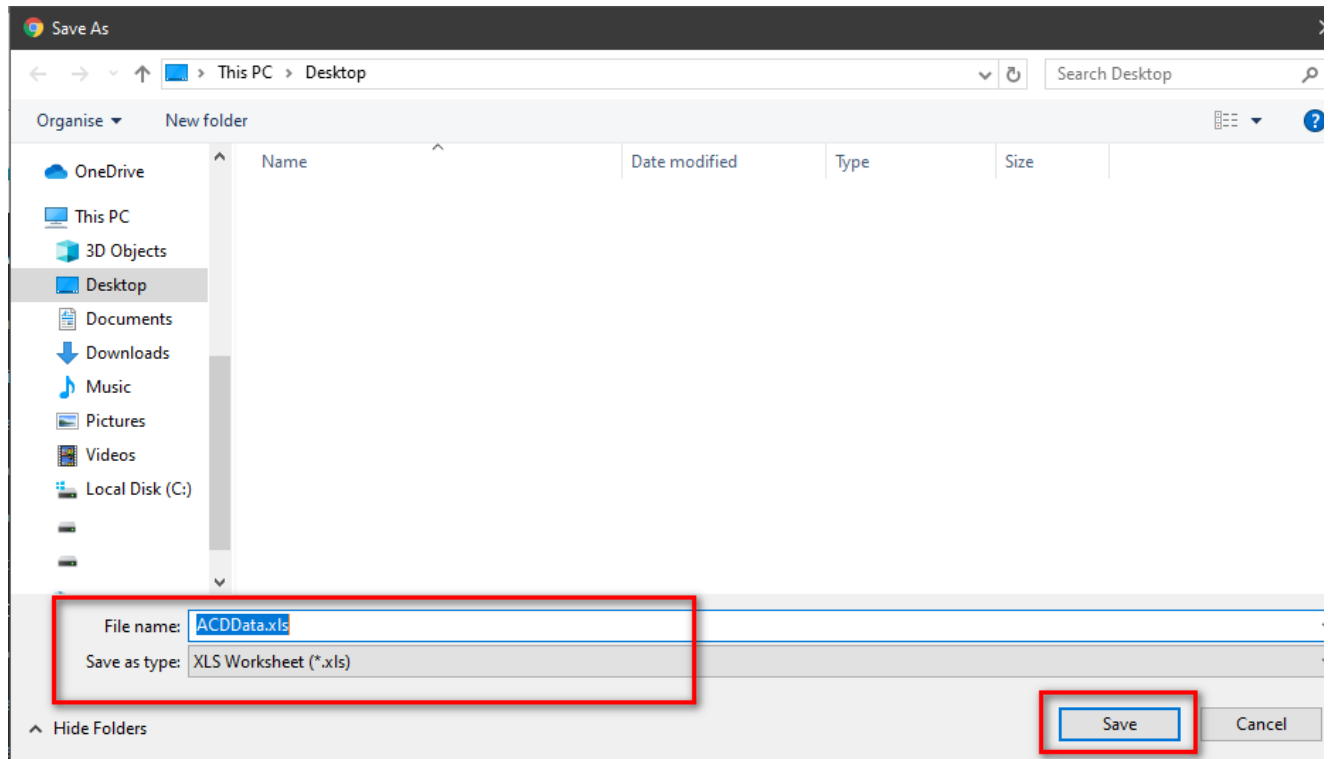
Import Export excel

- To export data from excel file:

1. On the page below, click the **Export Excel** button.



2. Check the **File Name** (default page name), **Save as type (*XLS file)**. Then click **Save** button.



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](#)