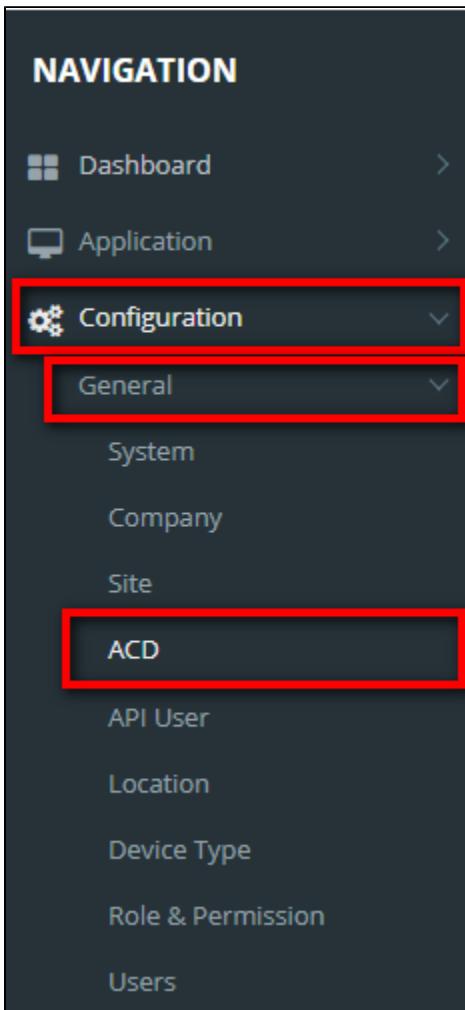


# How to manage ACD at General Configuration

## 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

 + Add ACD

1. Click  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.

Home > Configuration > General > ACD

Successfully saved configurations.

## EDIT AN ACD

1. 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

items per page 6 - 6 of 6 items

2. Click  button on that row. The **Edit** popup is displayed.
3. 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.

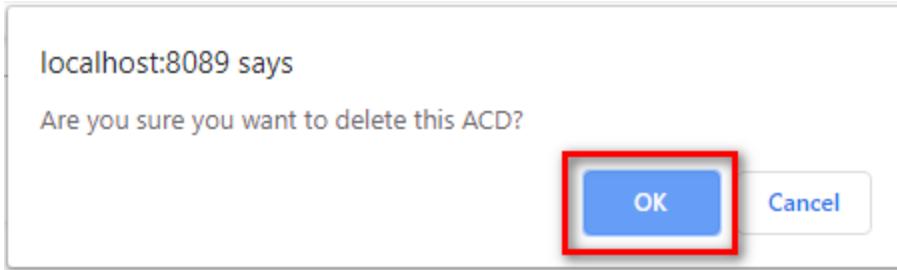
The screenshot shows a navigation bar at the top with links: Home > Configuration > General > ACD. Below the navigation is a message box with the text "Successfully saved configurations." which is highlighted with a red rectangular border. The background is a light blue color.

## 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
1	2	5	items per page 6 - 6 of 6 items

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.

The screenshot shows a navigation bar at the top with links: Home > Configuration > General > ACD. Below the navigation is a message box with the text "Deleted Successfully." which is highlighted with a red rectangular border. The background is a light blue color.

## 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
1	20	items per page 1 - 1 of 1 items	

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

ACD ID	ACD Name	Site Name	Date Updated
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			

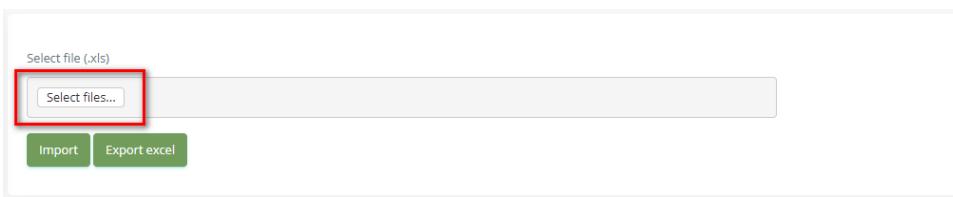
**Note:**

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

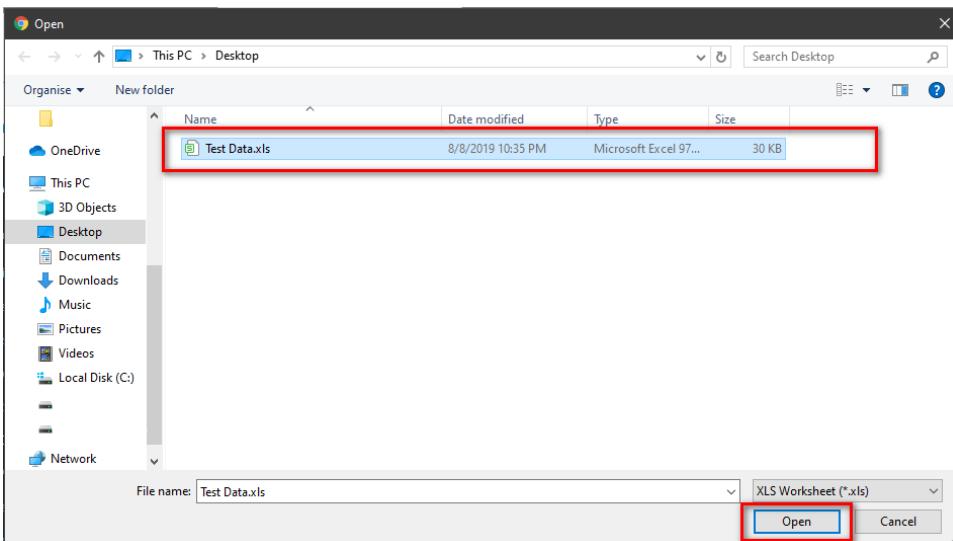
## IMPORT FROM/ EXPORT TO AN EXCEL FILE

- To import data from excel file:

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



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



- Click the **Import** button.

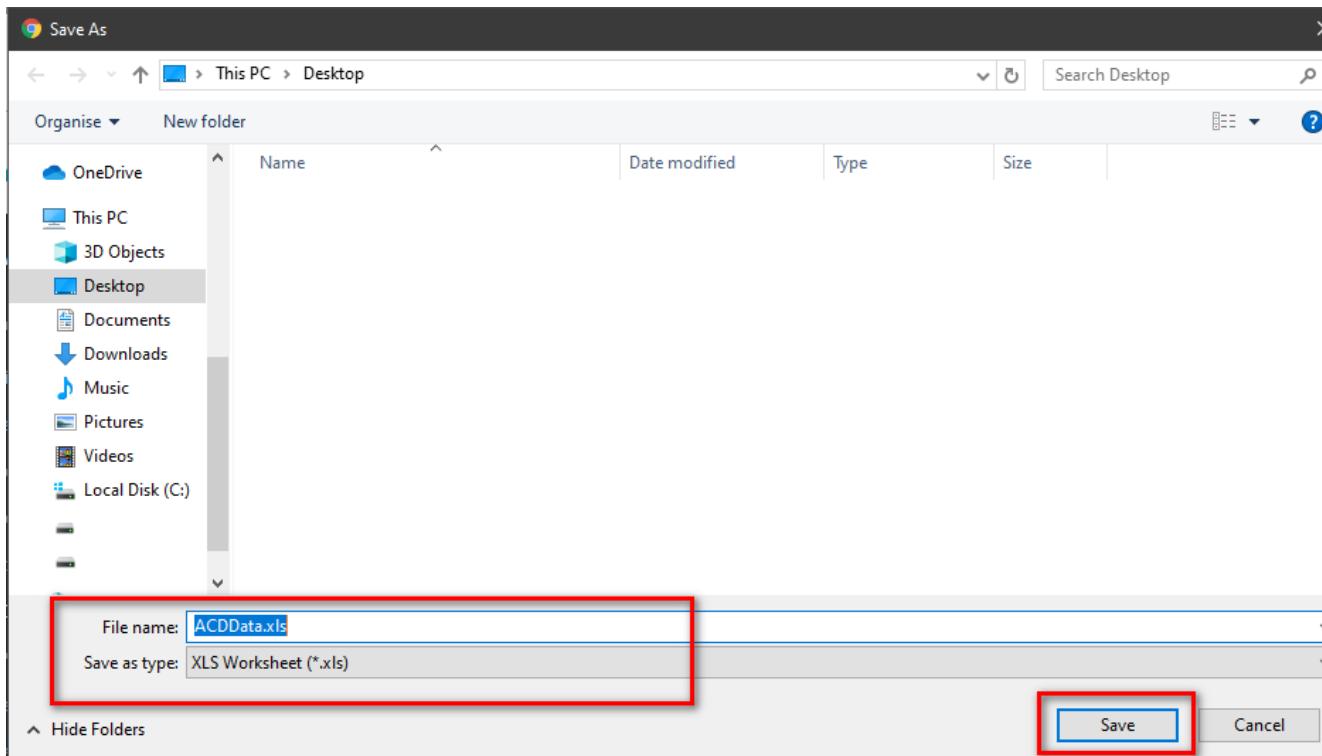


- To export data from excel file:

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](#)