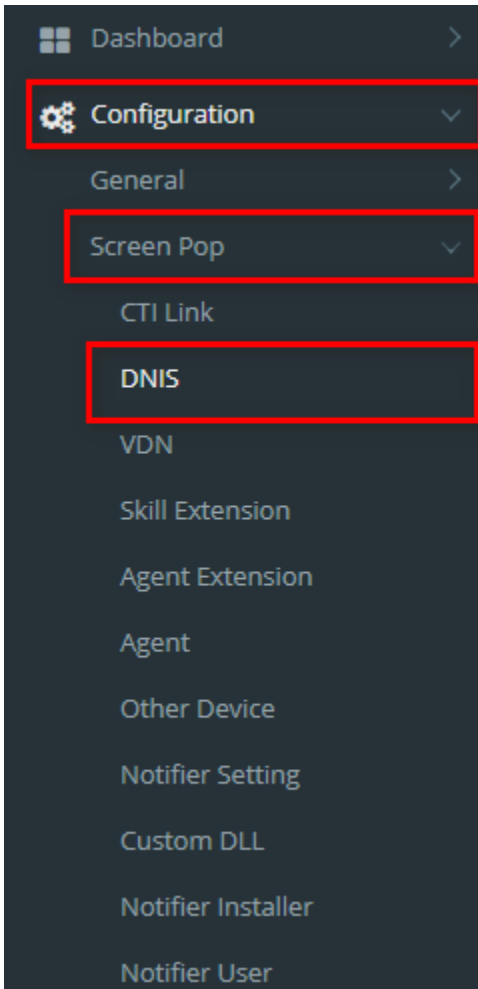


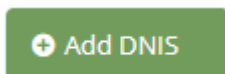
How to manage DNIS at Screen Pop Configuration

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 ? Screen Pop? DNIS** at the menu.



ADD NEW A DNIS



1. Click  button, the **Add** popup is displayed.
2. At the **Add** popup, you enter **DNIS**, **DNIS Name**, **Toll Free**, **DID** into the textbox. Then click the **Update** button.

Add

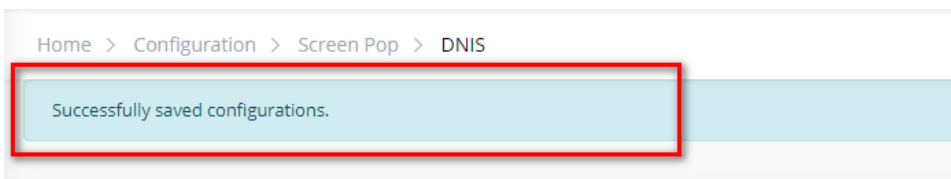
DNIS *

DNIS Name *

Toll Free

DID


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



EDIT A DNIS

1. On the **DNIS List** table, select any row you want to edit the DNIS.

DNIS	DNIS Name	Toll Free	DID	Date Updated
123	DNIS	1	1	08/23/2019 10:09:11 AM

2. Click  button on that row. The **Edit** popup is displayed.
3. At **Edit** popup, you modify new **DNIS Name**, **Toll Free**, **DID** into the textbox (can't edit DNIS). Then click the **Update** button.

Edit

DNIS
123

DNIS Name
DNIS

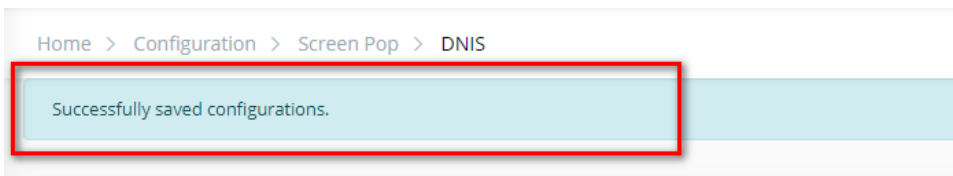
Toll Free
2

DID
1

Update

Cancel


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

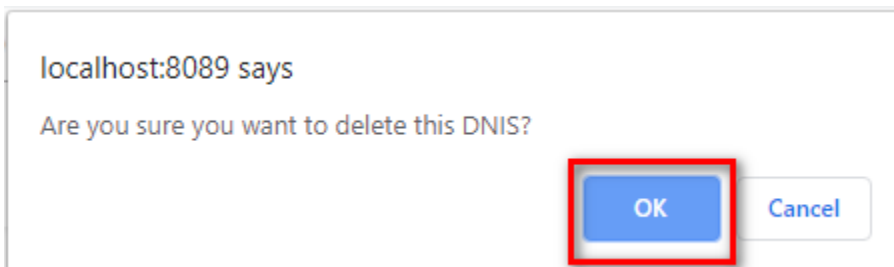


DELETE A DNIS

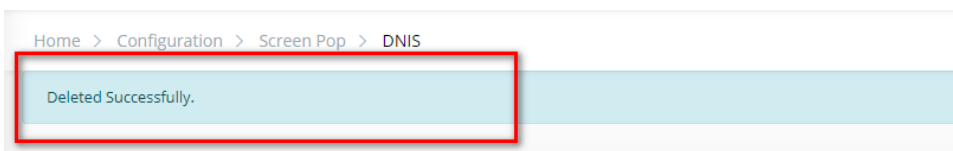
- On the **DNIS List** table, select any row you want to delete the DNIS.

DNIS	DNIS Name	Toll Free	DID	Date Updated
123	DNIS	1	1	08/23/2019 10:09:11 AM

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



If the system shows this message, you deleted successfully a DNIS.



SEARCH A DNIS

On the **DNIS List** table. You can search for a Site by searching the **DNIS, DNIS Name, Toll Free, DID** field.

1. Search by the **DNIS** field:

DNIS	DNIS Name	Toll Free	DID	Date Updated
111				
111	DNIS111	0	1	08/12/2019 10:31:49 AM
1111	DNIS118	0	1	07/29/2019 13:30:56 PM

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

DNIS	DNIS Name	Toll Free	DID	Date Updated
	DNIS			
000	DNIS			08/23/2019 10:13:38 AM

3. Search by the **Toll Free** field:

DNIS	DNIS Name	Toll Free	DID	Date Updated
		0		
111	DNIS111	0	1	08/12/2019 10:31:49 AM
1111	DNIS118	0	1	07/29/2019 13:30:56 PM

4. Search by the **DID** field:

DNIS	DNIS Name	Toll Free	DID	Date Updated
			2	
112	DNIS112	2	2	08/12/2019 10:32:01 AM



Note:

For better searching, you can fill all given fields: the **DNIS, DNIS Name, Toll Free, DID** field.

IMPORT FROM/ EXPORT TO AN EXCEL FILE

- To import data from excel file:

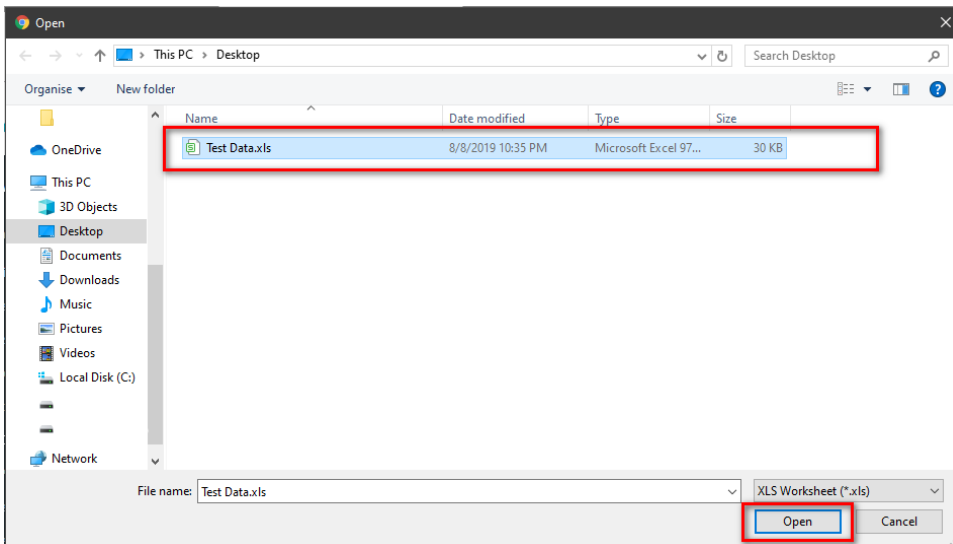
1. At select file (.xls) label, click **Select files** button.

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.

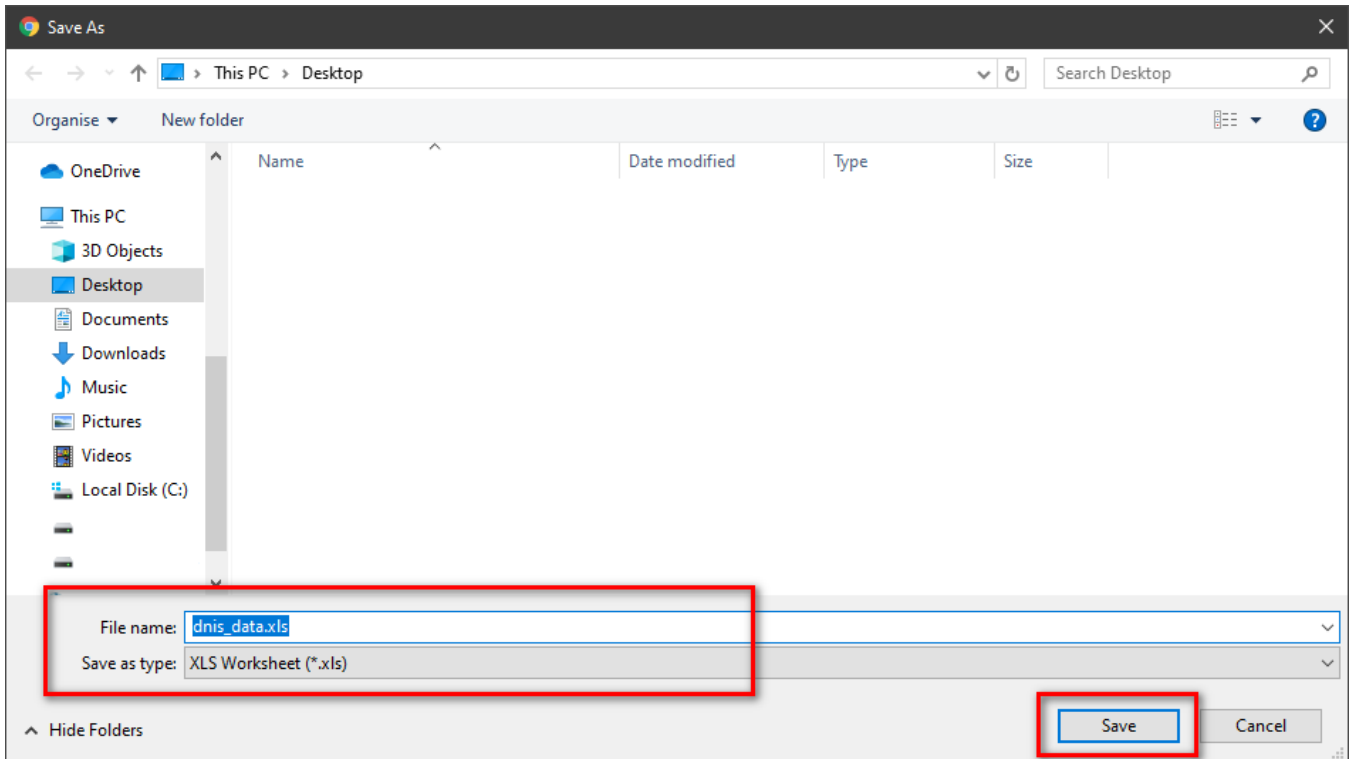


• To export data from excel file:

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](#)