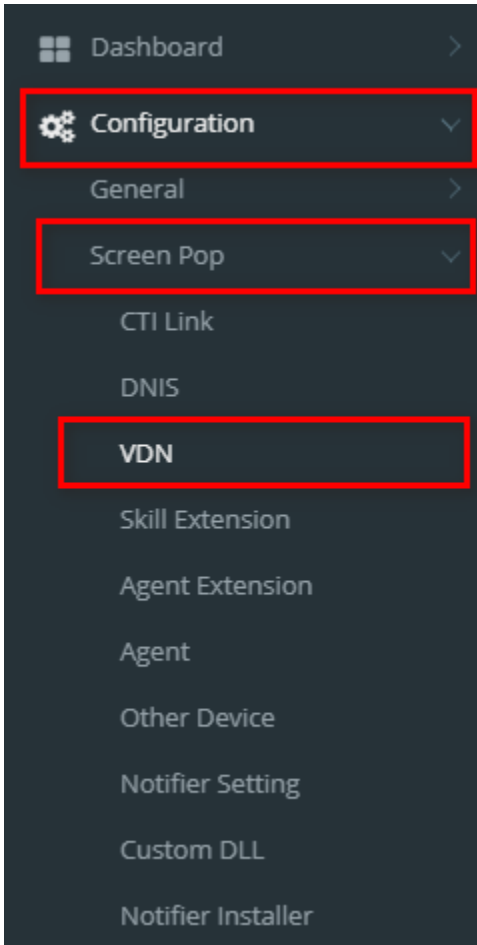# How to manage VDN at Screen Pop Configuration

Step-by-step guide

- Go to Linkscope Web application and if you're not already signed in, select **Sign in.**

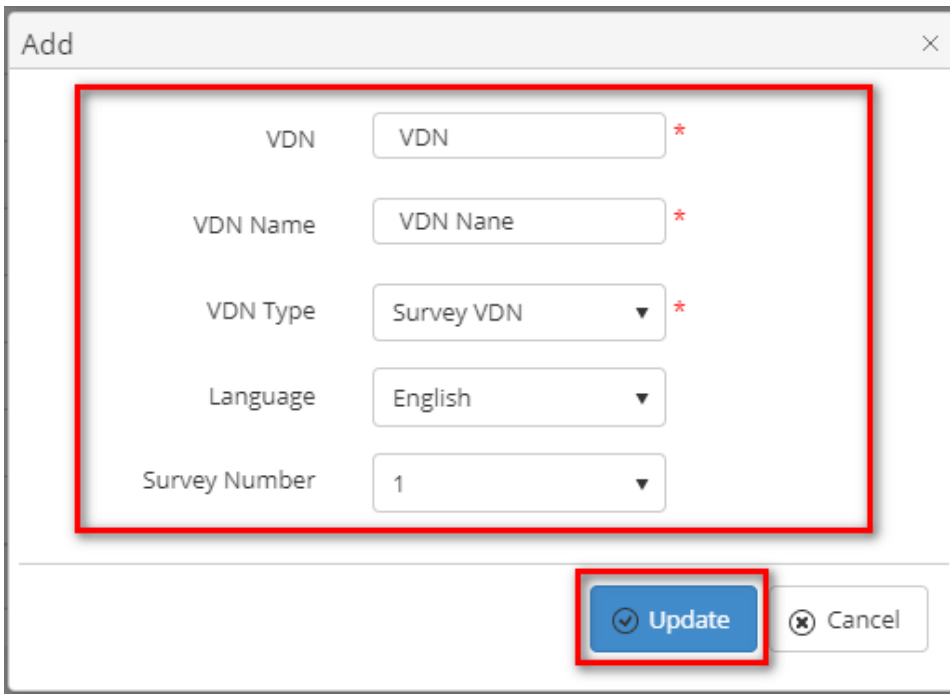- From the Linkscope Web application, you click to **Configuration ? Screen Pop? VDN** at the menu.

ADD NEW A VDN

1. Click button . The **Add** popup is displayed.

2. At the **Add** popup, you enter **VDN, VDN Name** and select **VDN Type, Language, Survey Number.**
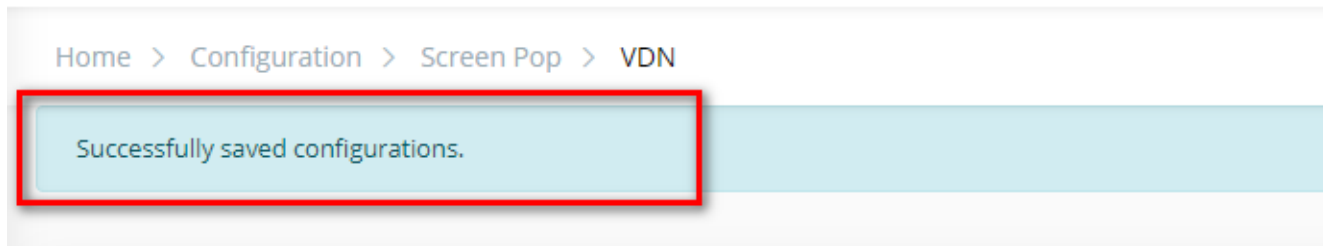
3. Then click **⊘ Update** button.

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

EDIT A VDN

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

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

3. At **Edit** popup, you modify new **VDN Name** and select **VDN Type, Language, Survey Number**. Then click the **⊘ Update** button.

Edit   ✕

                    VDN   20075   *

                VDN Name   DNIS   *

                VDN Type   Agent VDN   ▼   *

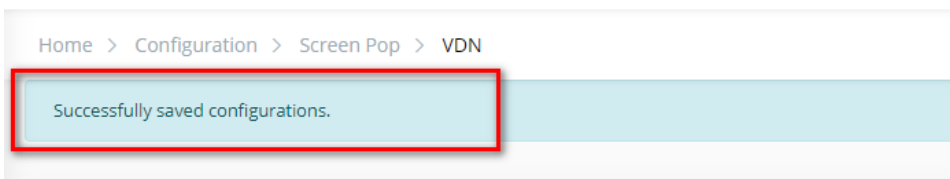   Language   French   ▼

            Survey Number   1   ▼

                                    ⊘ Update   ⊗ Cancel

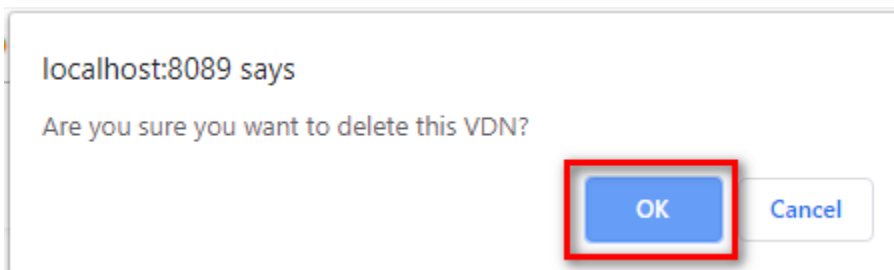If the system shows this message, you edited successfully a VDN.

Home > Configuration > Screen Pop > VDN

Successfully saved configurations.

DELETE A VDN

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

VDN	VDN Name	VDN Type	Language	Survey Number	Date Updated		
20036	20036 Name	VDN.AGENT	English	0	08/21/2019 15:20:16 PM	✎	🗑
20075	DNIS	VDN.DNIS	English	0	08/21/2019 15:20:16 PM	✎	🗑

|◄ ◄ 1 2 ► ►| 5 ▼ items per page   6 - 7 of 7 items

2. Click 🗑 button on that row.

3. There're alert displays after you click to this button. Select **OK**.

localhost:8089 says

Are you sure you want to delete this VDN?

                            OK   Cancel

If the system shows this message, you deleted successfully a VDN.
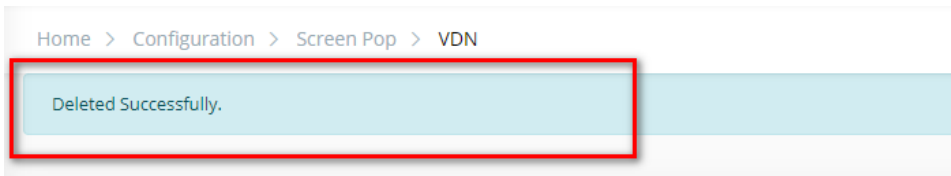
SEARCH A VDN

On the **VDN List** table. You can search for a VDN by searching the **VDN, VDN Name, VDN Type, Language** or **Survey Number** field.

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

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

3. *Search by the **VDN Type** field:*

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

5. *Search by the **Survey Number** field:*

IMPORT FROM/ EXPORT TO AN EXCEL FILE

- **To import data from excel file:**

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

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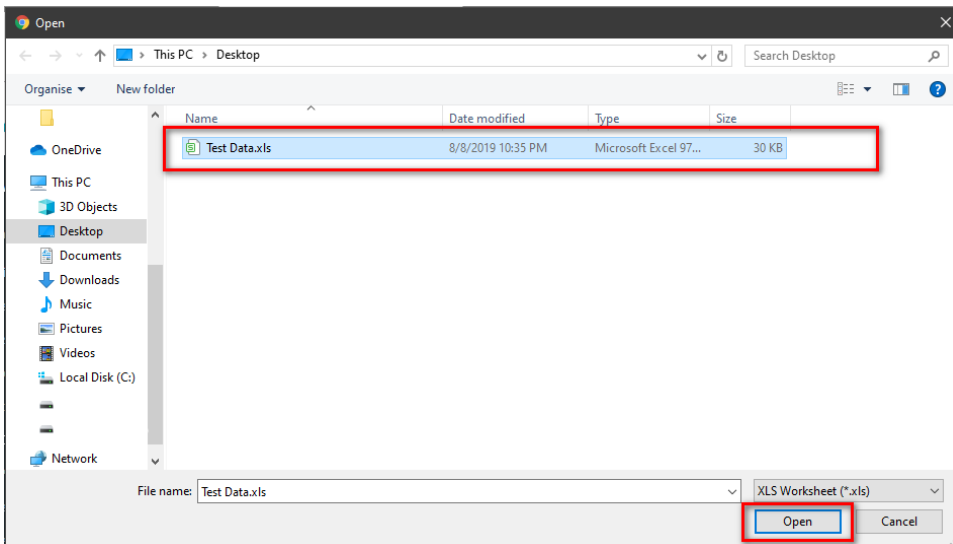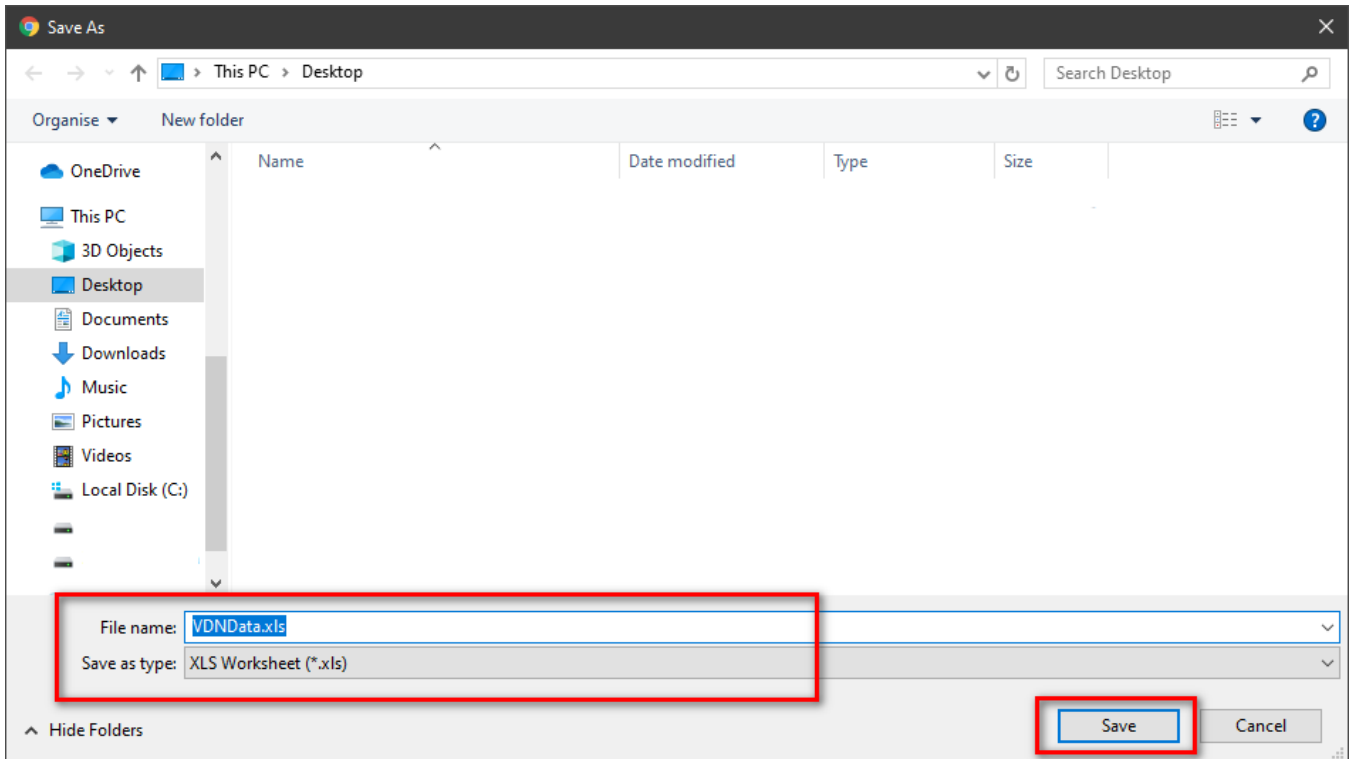
3. Click the **Import** button.

- **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.

APPENDIX

Device Type Description

Device type	Category code	Device code	Description	Usage	ScrenPop	FreedomQ	PCS
DNIS VDN	VDN	VDN.DNIS	The VDN associated with a public phone number number such as Tollfree or DID.	Helps to record inbound traffic.	Optional for report	Optional for Dashboard	Optional for report
IVR VDN	VDN	HUNT.IVR	The VDN routes a call to IVR.	Helps to identify how long customer interacts with IVR for reporting.	Optional for report		
Agent VDN	VDN	VDN. AGENT	The VDN routes a call to agent skill. It is also called IVR Exit Point.	Helps to recognize whether IVR routed call to a VDN and the time that customer wait in queue.	Required	Required	Optional for report
Priority VDN	VDN	VDN. PRI_FQ	The VDN with higher priority than Agent VDN	Helps to implement callback features. When system callback customer, it will transfer customer to the priority queue.		Required	
Voluntary VDN	VDN	VDN.VOL	The VDN with higher priority than Agent VDN	When customer callback earlier than the callback schedule or after they missed a callback from our system, transfer customer to this VDN to get higher priority to talk to an agent. It is the same as priority VDN, so it is only required if we need special logics for these cases.		Optional for special cases	
After hours VDN	VDN	VDN.AH	The call will route to this VDN at after-hours	Helps to report after-hours calls.	Optional for report		
Survey VDN	VDN	VDN. SURVEY	The call will be routed the this VDN for requesting a survey when agent hung up	Helps to recognize whether customer has been offered for a survey.			Required
Auto-answer VDN	VDN	VDN.AUTO	The VDN answer the call automatically	This is the same as announcement device but we will classify the call as answer call even though there is no real agent answer this call. This normally use for the report	Optional for report		
Other VDN	VDN	VDN. OTHER	Other VDN	If we need to monitor call events routed to a VDN for some reasons but we don't actually have any logic to that VDN, we classify it as "Other VDN"			
Agent Hunt Group	HUNT	HUNT.SK	Agent Hunt group extension or skill extension.	Helps to monitor agent login/ logout for the agent report.	Required	Required	Required
Agent Login ID	AGENT	AGENT	Agent Login ID	Helps to identify which agent login on which extension for the agent report.	Required	Required	Required

Agent Extension	EXT	EXT. AGENT	Agent Extension	Helps to recognize whether a call has been answered by an agent.	Required	Required	Required
Recording device	REC	REC	Recording device ID	Helps to recognize whether the call has been recorded for audio.	Optional for report		
Announcement device	ANN	ANN	Announcement device ID	Helps to recognize that device answered the call automatically, not an agent answered the call.	Optional for report		

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](#)