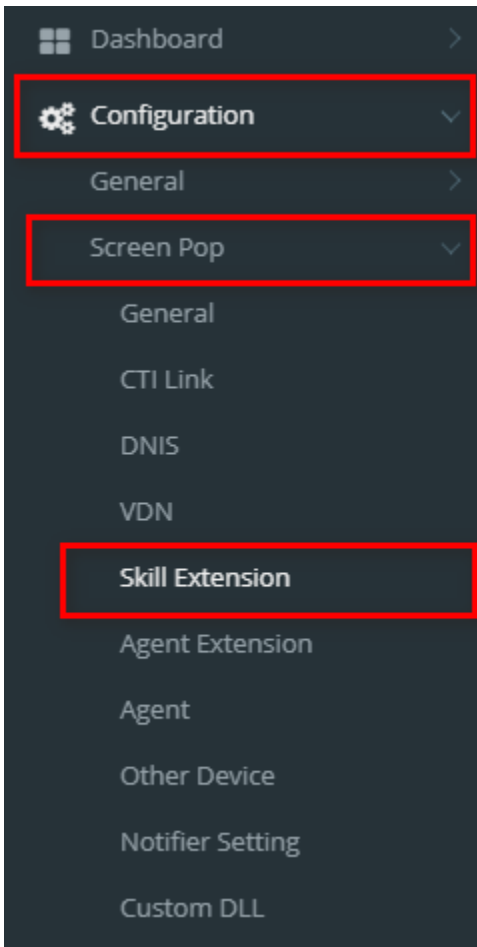




# How to manage Skill Extension at Screen Pop Configuration

## 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? Skill Extension** at the menu.



## ADD NEW A SKILL EXTENSION

1. Click  button, the **Add** popup is displayed.
2. At the **Add** popup, you enter **Skill Extension, Name**, and select **Type**.
3. Then click  button.

Add

Skill Extension
11111

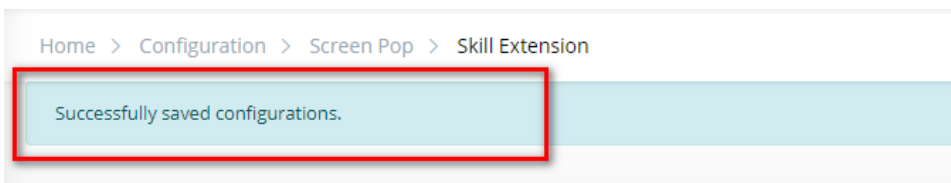
Name
Skill

Type
Other HuntGroup

Update

Cancel


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



## EDIT A SKILL EXTENSION

- On the **Skill Extension List** table, select any row you want to edit the Skill Extension.

Skill Extension	Name	Type	Date Updated
49023	49023	Hunt Skill	08/21/2019 15:35:01 PM

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

- At **Edit** popup, you modify a new **Name** and select **Type**. Then click the  button.

Edit

Skill Extension
49023

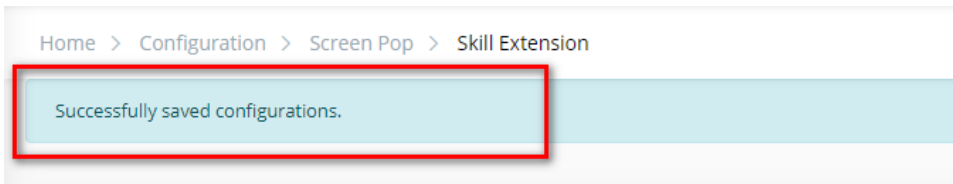
Name
40050

Type
Other HuntGroup

Update



Cancel

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




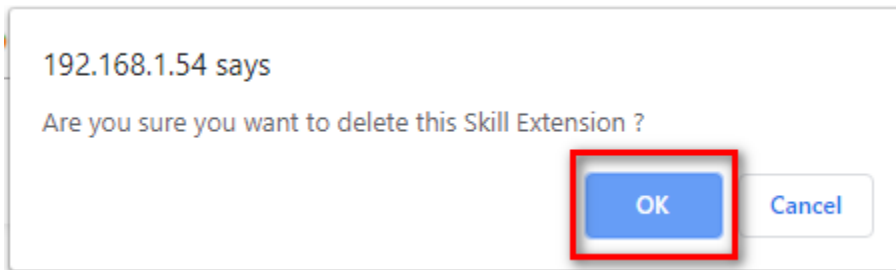
## DELETE A SKILL EXTENSION

1. On the **Skill Extension List** table, select any row you want to delete the Skill Extension.

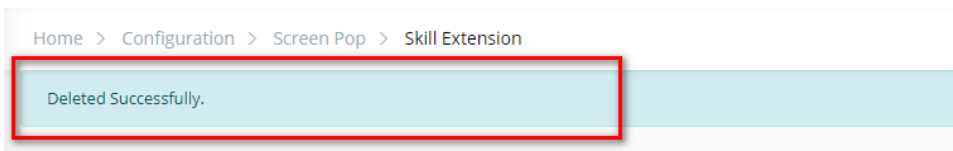
Skill Extension	Name	Type	Date Updated	
49023	49023	Hunt Skill	08/21/2019 15:35:01 PM	 

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 a Skill Extension.



## SEARCH A SKILL EXTENSION





On the **Skill Extension List** table. You can search for a Site by searching the **Skill Extension**, **Name** or **Type** field.

1. Search by the **Skill Extension** field:

Skill Extension	Name	Type	Date Updated	
4900				
49001	49001	Hunt Skill	08/21/2019 15:35:01 PM	 
49002	49002	Hunt Skill	08/21/2019 15:35:01 PM	 

1 - 2 of 2 items

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

Skill Extension	Name	Type	Date Updated	
	4900			
49001	49001	Hunt Skill	08/21/2019 15:35:01 PM	 
49002	49002	Hunt Skill	08/21/2019 15:35:01 PM	 

1 - 2 of 2 items

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

Skill Extension	Name	Type	Date Updated
17785550075	IVR	IVR Transfer	08/21/2019 15:35:01 PM

17785550075 IVR IVR Transfer 08/21/2019 15:35:01 PM 1 - 1 of 1 items

## IMPORT FROM/ EXPORT TO AN EXCEL FILE

- To import data from excel file:

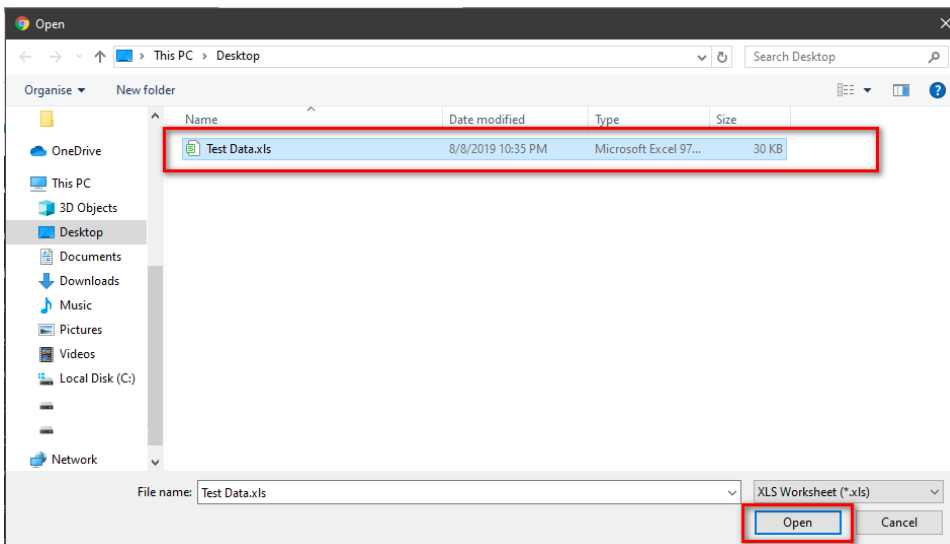
1. At select file (.xls) label, click **Select files** button.

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:

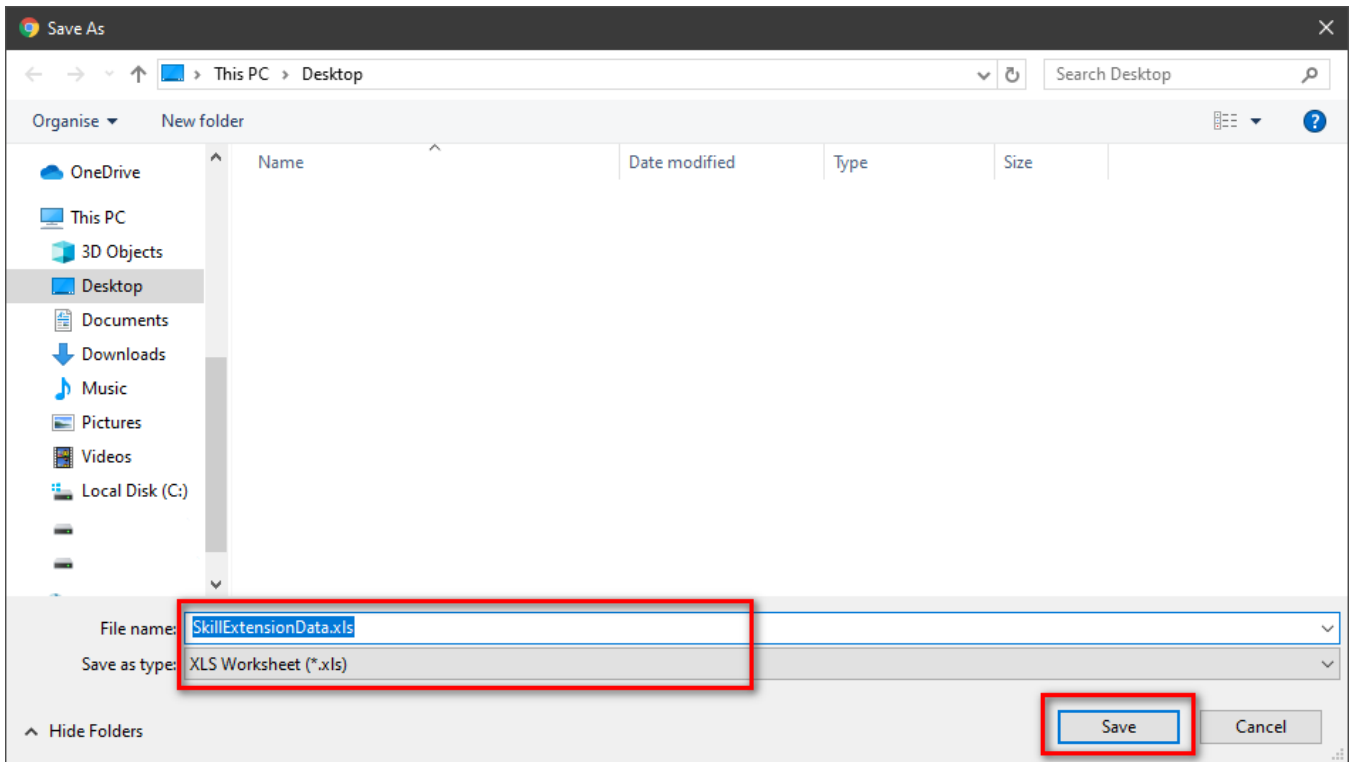
1. On the page below, click the **Export Excel** button.

Select file (.xls)

Select files...

Import Export excel

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](#)