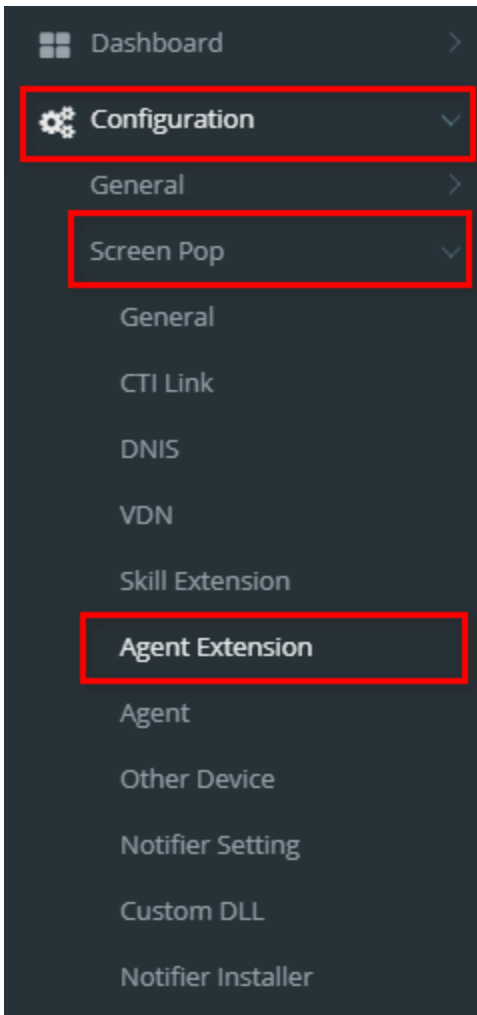


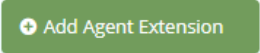

How to manage Agent Extension at Screen Pop Configuration

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? Agent Extension** at the menu.



ADD NEW AN AGENT EXTENSION

1. Click  button, the **Add** popup is displayed.
2. At the **Add** popup, you enter **Extension** and select **Dept Name, Extension Type, ACDGroup ID, Registered (Y/N)**. Then click  button.

Add

Extension

11111111

*

Dept Name

Dept1

▼

*

Extension Type

Live Agent Extensi...

▼

ACDGroup ID

0

▼

*

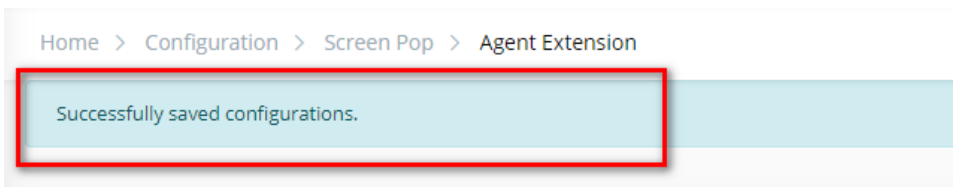
Registered

☒

Update

Cancel


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



EDIT AN AGENT EXTENSION

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

Extension	Extension Type	Dept Name	Registered	Date Updated
41001	IVR Ext	Dept1		08/26/2019 11:10:27 AM

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

- At **Edit** popup, you modify a new **Extension Type**, **Dept Name**, **Registered (Y/N)**. Then click the  button.

Edit

Extension *

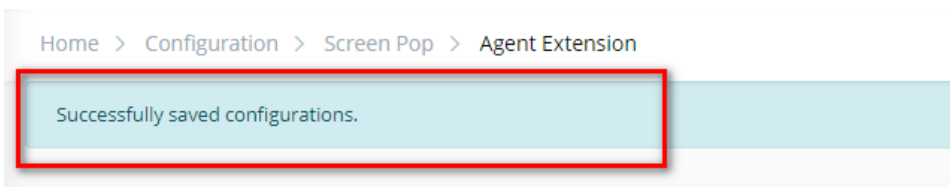
Dept Name *

Extension Type

ACDGroup ID *

Registered ☒

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




DELETE AN AGENT EXTENSION

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

Extension	Extension Type	Dept Name	Registered	Date Updated
41001	IVR Ext	Dept1		08/26/2019 11:10:27 AM

11 - 11 of 11 items

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

192.168.1.54 says

Are you sure you want to delete this Extension?

If the system shows this message, you deleted successfully Agent Extension.

Deleted Successfully.

SEARCH AN AGENT EXTENSION

On the **Agent Extension List** table. You can search for an agent extension by searching the **Extension**, **Extension Type**, **Dept Name** or **Registered** field.

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

Extension	Extension Type	Dept Name	Registered	Date Updated
4001				
40016	Agent Ext	Dept1	✓	06/07/2018 18:59:26 PM
40017	Agent Ext	Dept1	✓	07/26/2018 19:23:31 PM
40018	Agent Ext	Dept1	✓	10/22/2018 15:24:38 PM

2. Search by the **Extension Type** field:

Extension	Extension Type	Dept Name	Registered	Date Updated
	Agent Ext			
40011	Agent Ext	Dept1	✓	01/25/2018 02:16:10 AM
40012	Agent Ext	Dept1	✓	12/14/2017 17:30:59 PM

3. Search by the **Dept Name** field:

Extension	Extension Type	Dept Name	Registered	Date Updated
		Dept1		
40011	Agent Ext	Dept1	✓	01/25/2018 02:16:10 AM
40012	Agent Ext	Dept1	✓	12/14/2017 17:30:59 PM

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

Extension	Extension Type	Dept Name	Registered	Date Updated
			True	
40011	Agent Ext	Dept1	✓	01/25/2018 02:16:10 AM
40012	Agent Ext	Dept1	✓	12/14/2017 17:30:59 PM

IMPORT FROM/ EXPORT TO AN EXCEL FILE

- To import data from excel file:

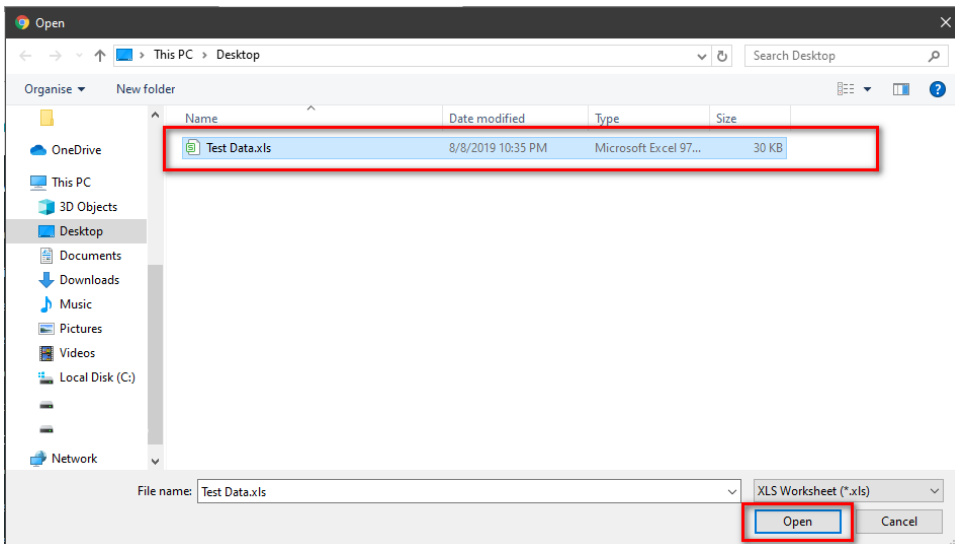
1. At select file (.xls) label, click **Select files** button.

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.

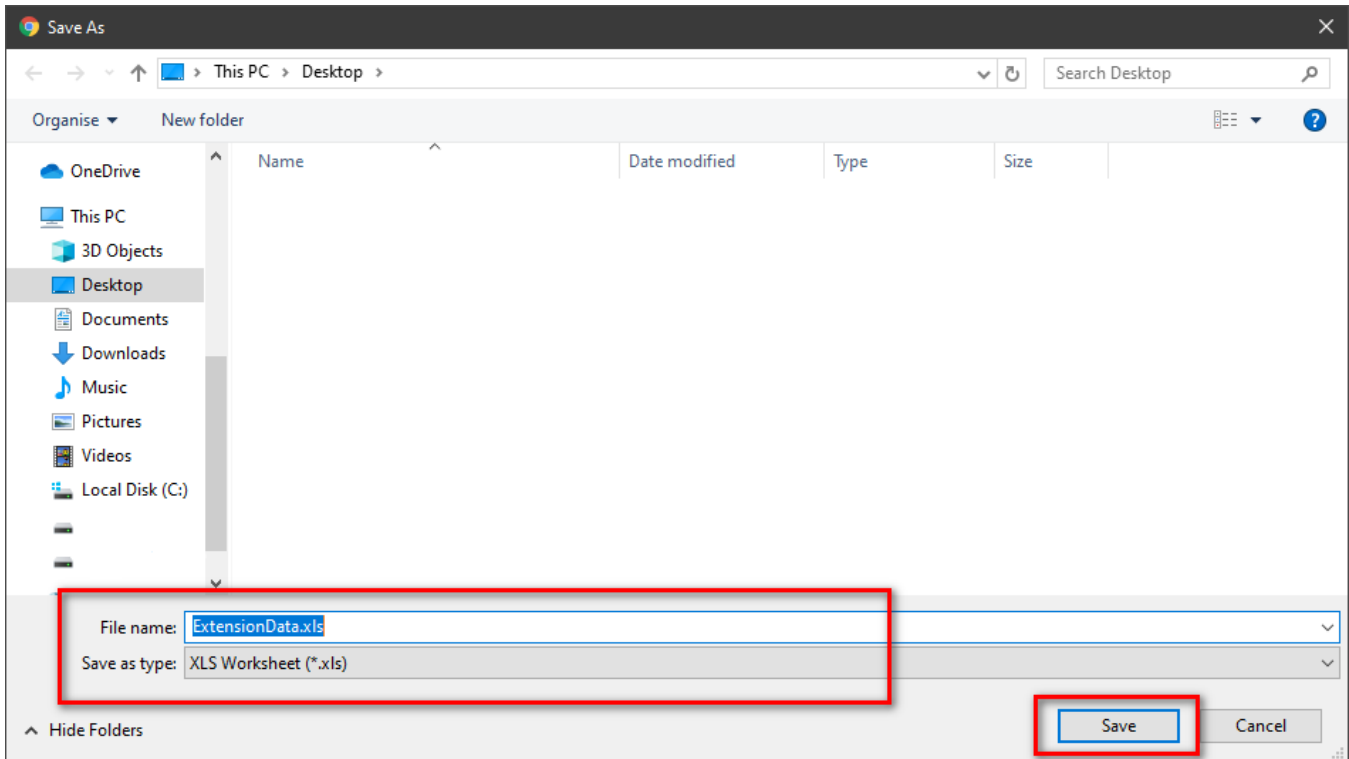


• To export data from excel file:

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](#)