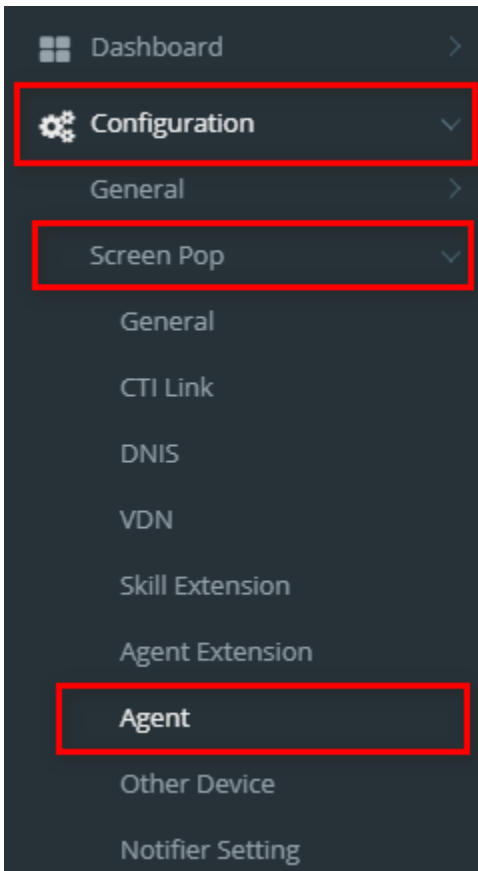


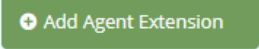

# How to manage Agent at Screen Pop Configuration

## 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** at the menu.

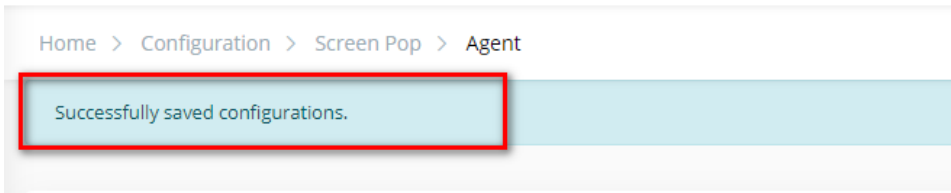


## ADD NEW AN AGENT

1. Click  button, the **Add** popup is displayed.
2. At the **Add** popup, you enter **Agent ID** and **Agent Name**. Then click  button.

A screenshot of the 'Add' popup form in the Linkscope Web application. The form has a title bar with 'Add' and a close button. It contains two input fields: 'Agent ID' with the value '1111' and 'Agent Name' with the value 'Alice'. Both fields have a red asterisk to their right, indicating they are required. A red rectangular box highlights these two input fields. At the bottom right of the form, there are two buttons: 'Update' (with a checkmark icon) and 'Cancel' (with an 'X' icon). The 'Update' button is also highlighted with a red rectangular box.

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




## EDIT AN AGENT EXTENSION

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

Agent ID	Agent Name	Extension Type	Date Updated
50017	Super Girl1	Agent	08/23/2019 16:28:58 PM
50018	Agent Test	Agent	08/23/2019 16:25:31 PM

11 - 12 of 12 items

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

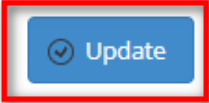
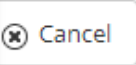
3. At **Edit** popup, you modify a new **Agent Name**. Then click the  button.

### Edit

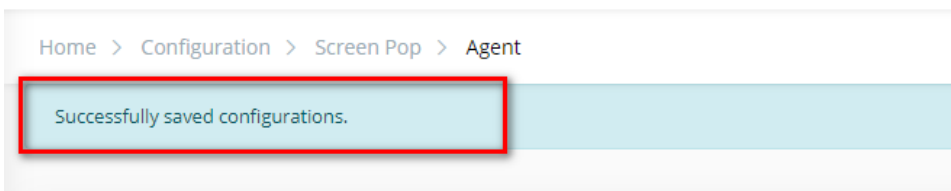
Agent ID  \*

Agent Name  \*

☐ Also update this agent name in history data

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




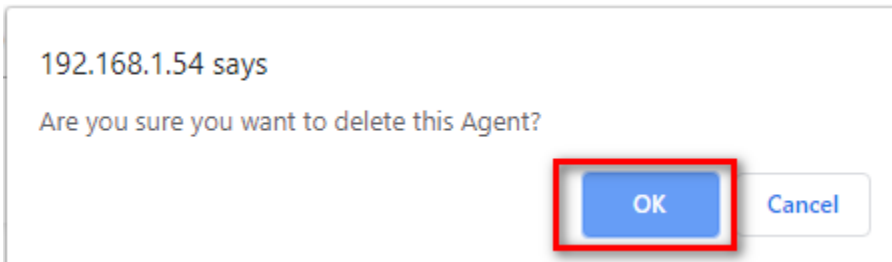
## DELETE AN AGENT EXTENSION

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

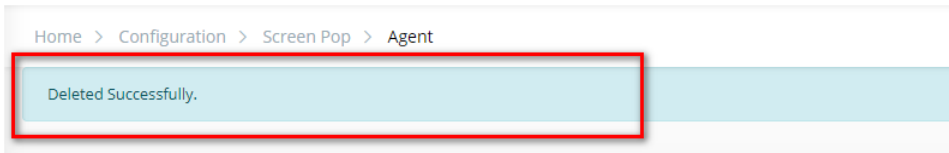
Agent ID	Agent Name	Extension Type	Date Updated
<input type="text"/>	<input type="text"/>	<input type="text"/>	
50017	Super Girl1	Agent	08/23/2019 16:28:58 PM
50018	Agent Test	Agent	08/23/2019 16:25:31 PM

11 - 12 of 12 items

- 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 Agent.



## SEARCH AN AGENT EXTENSION

On the **Agent Extension List** table. You can search for an agent by searching the **Agent ID** and **Agent Name** field.

- Search by the **Agent ID** field:

Agent ID	Agent Name	Extension Type	Date Updated
<input type="text" value="50014"/>	<input type="text"/>	<input type="text"/>	
50014	Cool Agent	Agent	12/14/2017 17:30:41 PM

1 - 1 of 1 items

- Search by the **Agent Name** field:

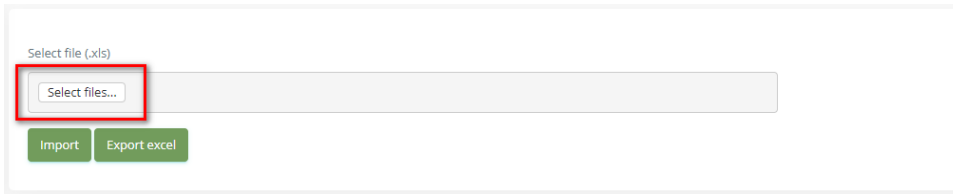
Agent ID	Agent Name	Extension Type	Date Updated
<input type="text"/>	<input type="text" value="Agent"/>	<input type="text"/>	
50011	Agent Aqua	Agent	12/14/2017 17:30:35 PM
50012	Agent Lavi	Agent	12/14/2017 17:30:41 PM
50014	Cool Agent	Agent	12/14/2017 17:30:41 PM
50015	Hot Agent	Agent	12/14/2017 17:30:41 PM
50018	Agent Test	Agent	08/23/2019 16:25:31 PM

1 - 5 of 5 items

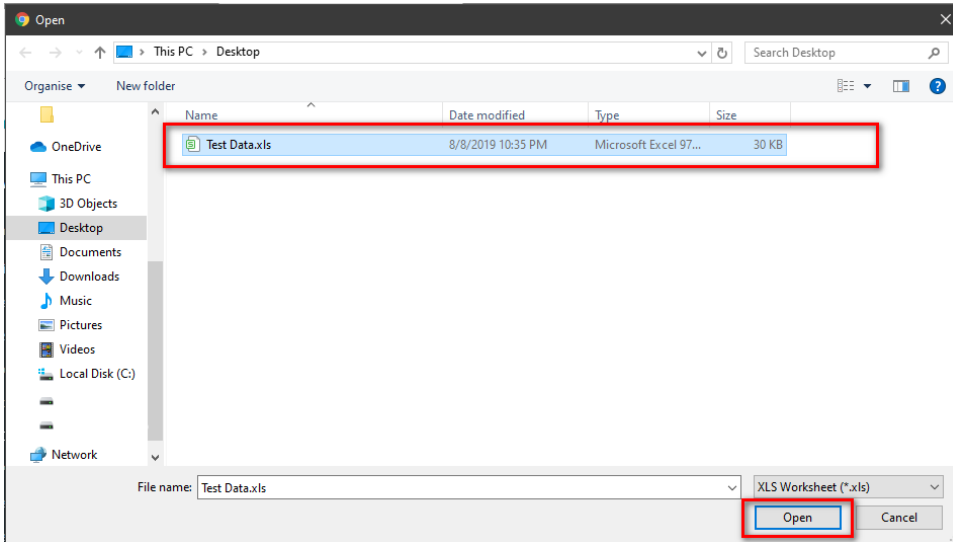
## IMPORT FROM/ EXPORT TO AN EXCEL FILE

- To import data from excel file:

- 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.

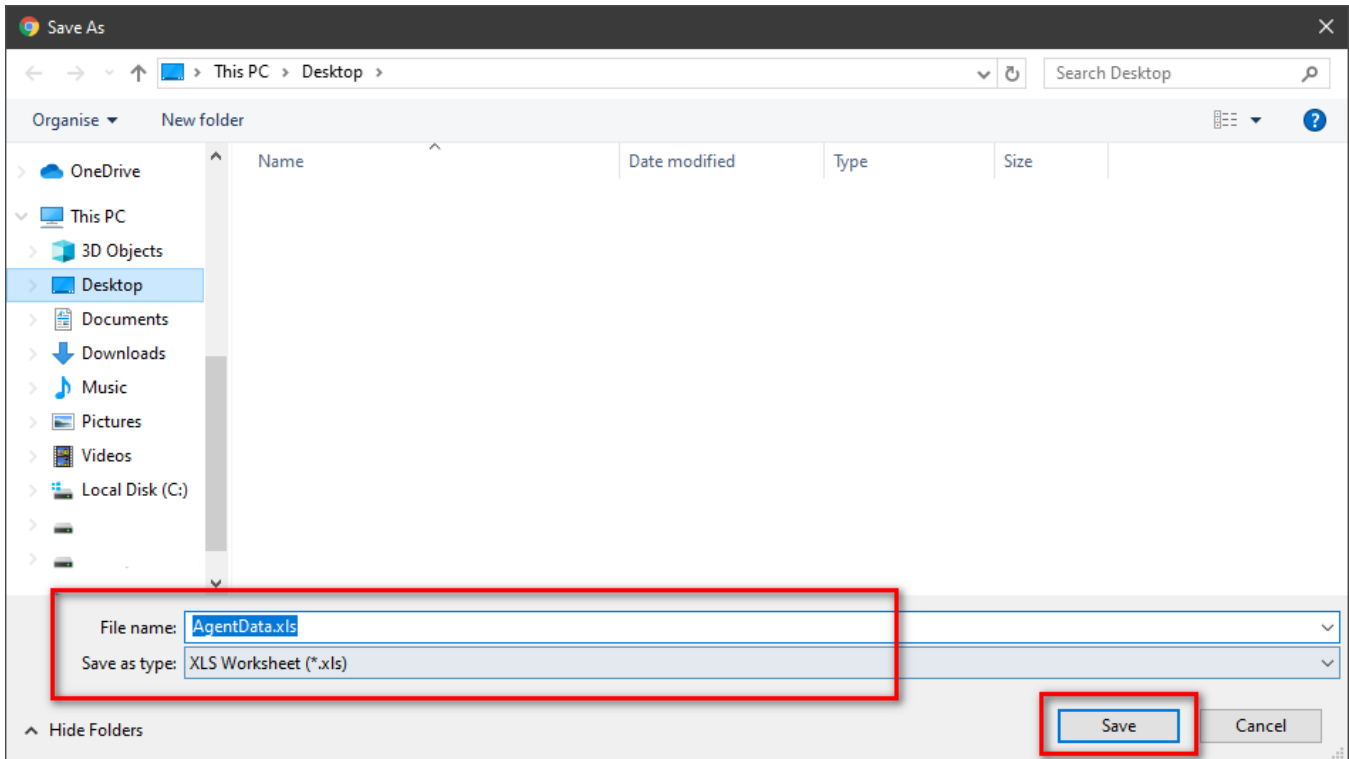


- **To export data from excel file:**

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.



## 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](#)