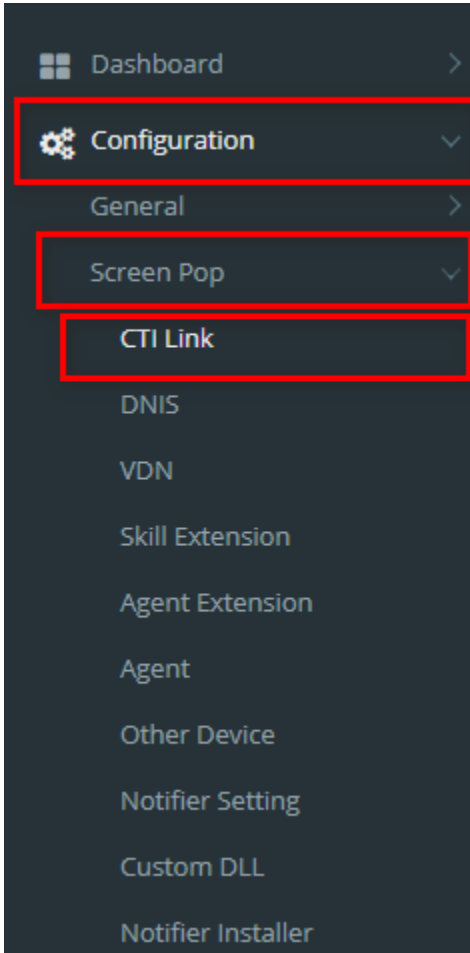


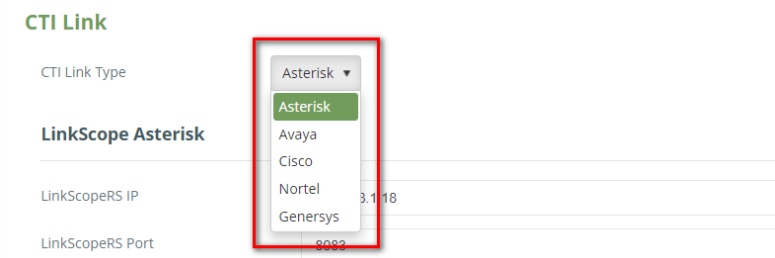
How to manage CTI Link at Screen Pop Configuration

Step-by-step guide

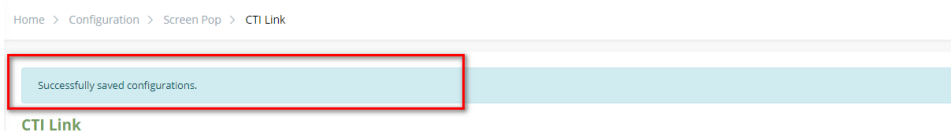
- Go to Linkscope Web application and if you're not already signed in, select **Sign in**.
- From the Linkscope Web application, you click to **Configuration ? Screen Pop? CTI Link** at the menu.



- From the **CTI Link** form, select the **CTI Link Type** and enter your information on that.

A screenshot of the 'CTI Link' configuration form. The form has a title 'CTI Link' in green. Below it is a 'CTI Link Type' dropdown menu, which is open and shows a list of options: Asterisk (selected and highlighted in green), Avaya, Cisco, Nortel, and Genersys. To the right of the dropdown are two input fields: 'LinkScopeRS IP' with the value '3.1.18' and 'LinkScopeRS Port' with the value '8082'. The form also includes a 'LinkScope Asterisk' label.

- Then click **Save** button. If the system shows this message, you enter successfully a CTI Link.





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](#)