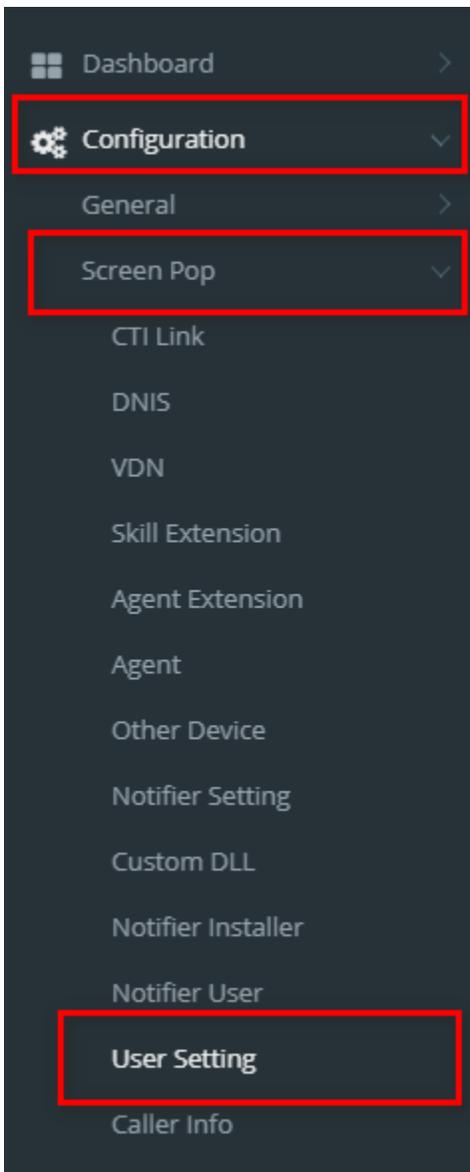


How to manage User Setting at Screen Pop Configuration

This document guides how to configure the user setting.

Step-by-step guide

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



- Configure the user setting for roles/ users.

Select Role

Agents
▼

1

Select User

All users
▼

Agent Dashboard

Allow Overriding

Enable Agent State	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3
Enable Call Control	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4
Enable Queue Info	<input checked="" type="checkbox"/>	<input type="checkbox"/>	5
Enable Agent Info	<input checked="" type="checkbox"/>	<input type="checkbox"/>	6
Enable Web Screen Pop	<input checked="" type="checkbox"/>	<input type="checkbox"/>	7
Enable Windows Notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>	8
Allow Logging Out Of ACD Agent	<input type="checkbox"/>		

Configuration

One Pop	<input type="checkbox"/>	Message Timing	<input type="text" value="3000"/>
ePop	<input checked="" type="checkbox"/>	Server Status Timer Delay	<input type="text" value="10000"/>
Url Pop	<input type="checkbox"/>	DLLCode	<input type="text"/>
Auto Update Notifier	<input checked="" type="checkbox"/>	Feature	<input type="text" value="Screen Pop,E Pop,Cust"/>
Auto Update Plugins	<input checked="" type="checkbox"/>	Web Extension Allowed For The Website	<input type="text"/>
Disable Game Pop	<input type="checkbox"/>		
Open Window	<input type="checkbox"/>		
Close Pop When Call Ended	<input type="checkbox"/>		

- 1, 2: Choose the role you want to configure, All users item will be chosen as default.
All users belong the selected role will be applied to these settings.
If you only want to update settings for a user, select a user in the user dropdown and update it.
- 3: Allow to hide/show session Agent State in Agent Dashboard

Agent 51001 51001 Primas Test 1 - 51001 ● Auto In

Auto In Break ACW Meeting Logout

Skillssets	Calls In Queue	Agent Signed In	Oldest Call Waiting (mm:ss)	Agent Closed
1212 - Primas Test 1212	0	1	00:00	0

0

Calls In Queue

1

Agent Signed In

1212 - Primas Test 1212

00:00

Oldest Call Waiting (mm:ss)

0

Agent Closed

4: Allow to hide/show session Call Control in Agent Dashboard

Agent 51001 51001 Primas Test 1 - 51001 ● Auto In - TALKING

Auto In Break ACW Meeting Logout

657.300.6641 Call ID: 1647305491.77612 1212 - Primas Test 1212 00:10 New c

Skillssets	Calls In Queue	Agent Signed In	Oldest Call Waiting (mm:ss)	Agent Closed
1212 - Primas Test 1212	1	1	00:02	0

1

Calls In Queue

1

Agent Signed In

1212 - Primas Test 1212

00:02

Oldest Call Waiting (mm:ss)

0

Agent Closed

5: Allow to hide/show session Queue Info in Agent Dashboard

Agent 51001 51001 Primas Test 1 - 51001 ● Auto In

Auto In Break ACW Meeting Logout

Skillssets	Calls In Queue	Agent Signed In	Oldest Call Waiting (mm:ss)	Agent Closed
1212 - Primas Test 1212	1	1	00:02	0

1

Calls In Queue

1

Agent Signed In

1212 - Primas Test 1212

00:02

Oldest Call Waiting (mm:ss)

0

Agent Closed

6: Allow to hide/show session Agent Info in Agent Dashboard

Agent 51001 51001 Primas Test 1 - 51001 ● Auto In

Auto In Break ACW Meeting Logout

Skillssets	Calls In Queue	Agent Signed In	Oldest Call Waiting (mm:ss)	Agent Closed
1212 - Primas Test 1212	0	1	00:00	0

0

Calls In Queue

1

Agent Signed In

1212 - Primas Test 1212

00:00

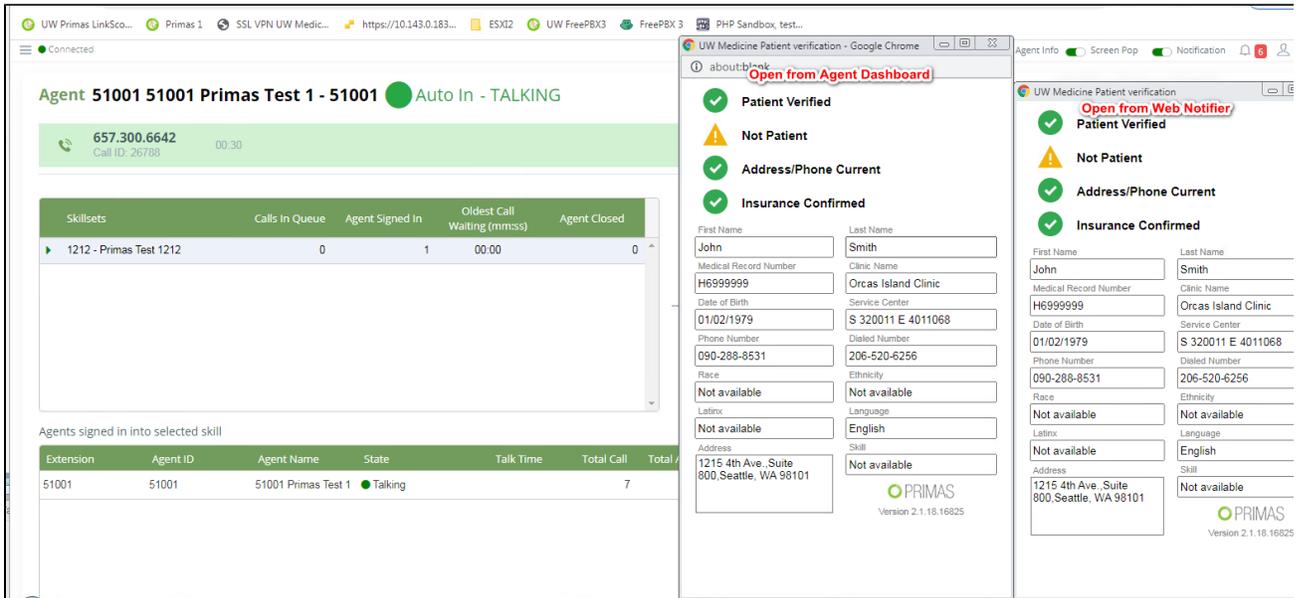
Oldest Call Waiting (mm:ss)

0

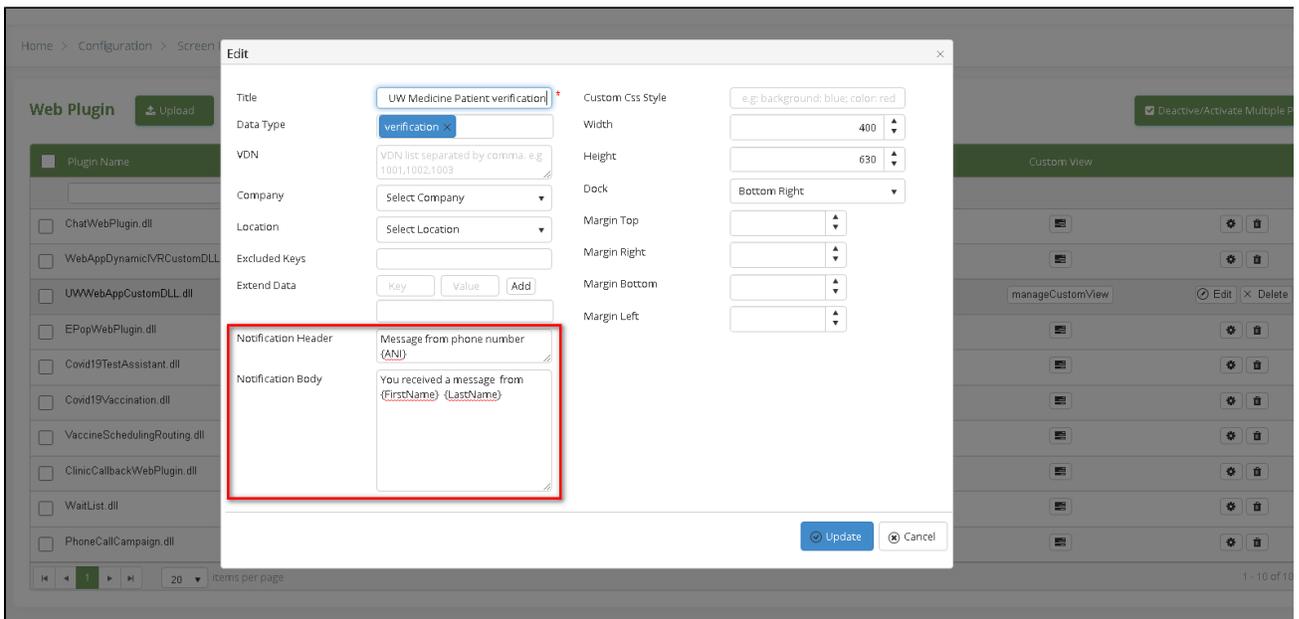
Agent Closed

Extension	Agent ID	Agent Name	State	Talk Time	Total Call	Total Answer	Total Abandon	Total Open	Total Close	Last Login	Last Time In State	Activity
51001	51001	51001 Primas Test 1	● Auto In		6	5	1	1h 39m 5s		03/11 03:48	03/11 03:48	➔

- 7: Turn on/off the pop up from Agent Dashboard
 You use Web Notifier to display pop-up, so please turn off this option.
 If you turn on it, the system will display two pop-ups.



- 8: Turn on/off the window notification when pop up open.
 If you configure Notification Header and Notification Body at Web Plugin DLL and turn on this option, the window notification will display at the right corner of desktop.



Hold Transfer Conference End

49023 - Others

0
Calls In Queue

1
Agent Signed In

00:00
Oldest Call Waiting (mm:ss)

Oldest Call Waiting (mm:ss)	Agent Closed
00:00	1
00:00	1
00:00	1

Talk Time	Total Call	Total Answer	Total Abandon	Total Open	Total Close	Last Login
9m 46s	10	10			16h 11m 52s	03/17 16:11

UW Medicine Patient verification

- ✓ Patient Verified
- ⚠ Not Patient
- ✓ Address/Phone Current
- ✓ Insurance Confirmed

First Name	Last Name
John	Smith
Medical Record Number	Clinic Name
H6999999	Orcas Island Clinic
Date of Birth	Service Center
01/02/1979	S 320011 E 4011068
Phone Number	Dialed Number
090-288-8531	206-520-6256
Race	Ethnicity
Not available	Not available
Latinx	Language
Not available	English
Address	Skill
1215 4th Ave, Suite 800 Seattle, WA 98101	Not available

Primas Web Notifier • now

Message from phone number 0902888531
You received a message from John Smith

9: Turn on/off the url pop up.

If you configure Base URL at Notifier Setting page and turn on this option, the url pop up will display when the call comes.

Configuration

Configuring Web server URL and name allows caller information to pop on the agent desktop.

Company Location

Base URL

Parameter List Text

Name Value

Add parameter

- ANI={ANI} ×
- Country Code={CountryCode} ×
- Agent Extension={ACDPOSID} ×
- Call ID={CID} ×
- UUI={UUI} ×
- DNIS={DNIS} ×
- autoin={1} ×
- aaa={222} ×

Save Configuration

10: Don't close/ close the screen pop when the call ends.
If you turn on this option, the screen pop will close when the call end.