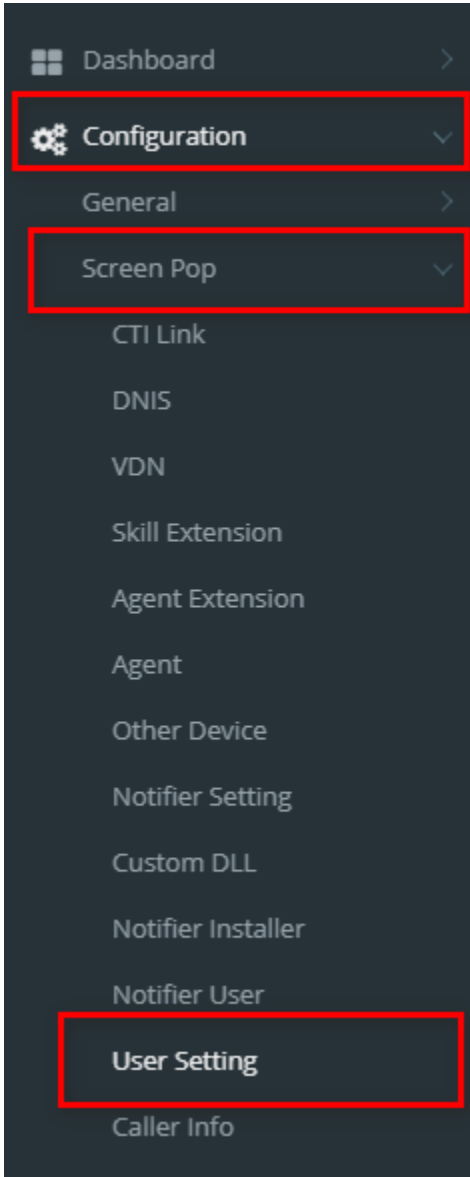


# How to manage User Setting at Screen Pop Configuration

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

Enable Agent State

ON

☐

3

Enable Call Control

ON

☐

4

Enable Queue Info

ON

☐

5

Enable Agent Info

ON

☐

6

Enable Web Screen Pop

ON

☐

7

Enable Windows Notification

ON

☐

8

Allow Logging Out Of ACD Agent

☐

### Configuration

One Pop

☐

ePop

☒

Url Pop

☐

9

Auto Update Notifier

☒

Auto Update Plugins

☒

Disable Game Pop

☐

Open Window

☐

Close Pop When Call Ended

☐

10

Message Timing

3000

Server Status Timer Delay

10000

DLLCode

Feature

▼

Screen Pop,E Pop,Cust

Web Extension Allowed For The Website

- 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

Connected Agent State Call Control Queue Info Agent Info Screen Pop Notification 6

Agent 51001 51001 Primas Test 1 - 51001 Auto In

Auto In Break ACW Meeting Logout

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

1212 - Primas Test 1212

0 Calls In Queue

00:00 Oldest Call Waiting (mm:ss)

1 Agent Signed In

0 Agent Closed

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

Connected Agent State Call Control Queue Info Agent Info Screen Pop Notification 6

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

Auto In Break ACW Meeting Logout

657.300.6641 Call ID: 1647505491.77612 1212 - Primas Test 1212 00:10 New c

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

1212 - Primas Test 1212

1 Calls In Queue

00:02 Oldest Call Waiting (mm:ss)

1 Agent Signed In

0 Agent Closed

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

Connected Agent State Call Control Queue Info Agent Info Screen Pop Notification 6

Agent 51001 51001 Primas Test 1 - 51001 Auto In

Auto In Break ACW Meeting Logout

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

1212 - Primas Test 1212

1 Calls In Queue

00:02 Oldest Call Waiting (mm:ss)

1 Agent Signed In

0 Agent Closed

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

Connected Agent State Call Control Queue Info Agent Info Screen Pop Notification 6

Agent 51001 51001 Primas Test 1 - 51001 Auto In

Auto In Break ACW Meeting Logout

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

1212 - Primas Test 1212

0 Calls In Queue

00:00 Oldest Call Waiting (mm:ss)

1 Agent Signed In

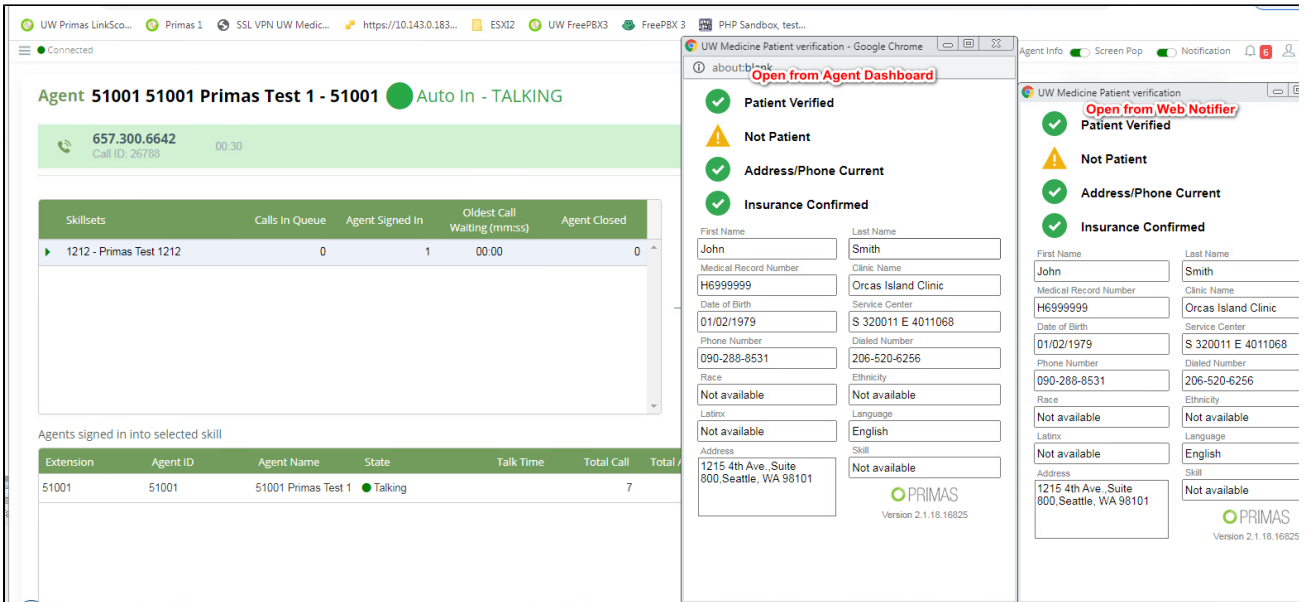
0 Agent Closed

Agents signed in into selected skill

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	

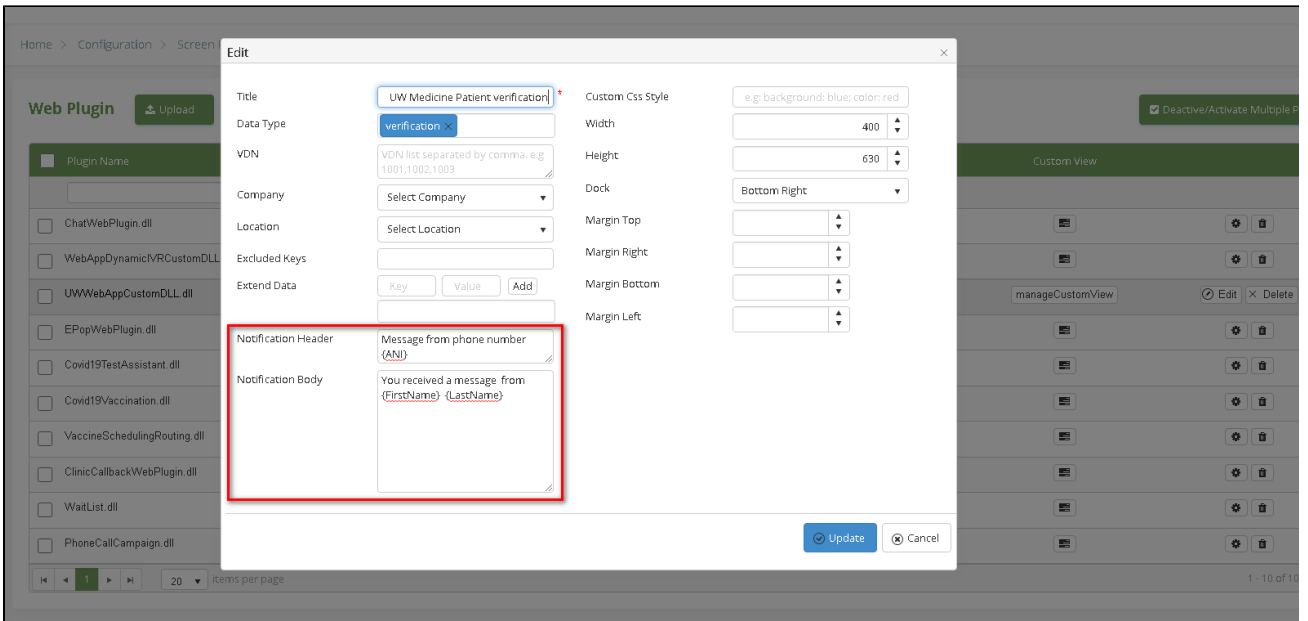
7: Turn on/off the pop up from Agent Dashboard  
You use Web Notifier to display pop-up, so please turn off this option.  
If you turn on it, the system will display two pop-ups.

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.





## 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](#)

The screenshot displays the UW Medicine patient portal. The main header includes navigation links like 'MyChart Patient Portal', 'For Providers', 'Research', 'School of Medicine', and 'Contact Us'. A secondary header contains links for 'Find care', 'Make an appointment', 'Find health & patient resources', and 'I want to...'. A blue banner for 'COVID-19' lists 'Testing', 'Vaccines', 'Therapeutics', 'Visitor Policy', and 'Post-COVID-19'. The main content area features a large image of a man carrying a child on his shoulders, with the text 'A Higher Degree of Healthcare' and buttons for 'Make an appointment', 'Find urgent care', 'Find a provider', and 'Find a location'. A cookie consent banner is at the bottom of the main content area.

On the right side, a 'Screen Pop' notification is visible, showing a timer at '00:00' and a 'Patient Verified' status. Below this, a 'Patient Verification' form is displayed, containing fields for 'First Name', 'Last Name', 'Medical Record Number', 'Clinic Name', 'Date of Birth', 'Service Center', 'Phone Number', 'Dated Number', 'Place', 'Language', 'Address', and 'City'. The form is pre-filled with patient information, and a 'PRIMAS' logo is at the bottom right.

- 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.