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 u	isers 🔻
Agent Dashboard					
Enable Agent State		low Overriding			
Enable Call Control					
Enable Queue Info		5			
Enable Agent Info		6			
Enable Web Screen Pop	ON				
Enable Windows Notification	ON	8			
Allow Logging Out Of ACD Agent					
Configuration					
One Pop			Message Timing	300	0
ePop	✓		Server Status Timer Delay	100	00
Url Pop	9		DLLCode		
Auto Update Notifier	✓		Feature		Saraan Dan E Dan Cust
Auto Update Plugins	✓		Web Extension	•	Screen Pop,E Pop,Cust
Disable Game Pop			Allowed For The Website		
Open Window					
Close Pop When Call Ended					

 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

=	• Co	nnected					Call Control Cueue Info	🗨 Agent Info 🌑 Screen Pop 🗨 Notification 斗 👩
	Ag	ent 51001 51001 Pri	mas Test 1 - 5	51001 🔵 Au	to In			Auto In Break ACW Meeting Logout
		Skillsets	Calls In Queue	Agent Signed In	Oldest Call Waiting (mm:ss)	Agent Closed	1212 - Prim	as Test 1212
	×	1212 - Primas Test 1212	0	1	00:00	0	0	00:00
							Calls In Queue	Oldest Call Waiting (mm:ss)
							1	0
						Ŧ	Agent Signed In	Agent Closed

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

≡ ● Con	nected					C Agent State Call Control C Queue Info	🗨 Agent Info 🗨 Screen Pop 🗨 Notification 🗍 🖡
Age	nt 51001 51001 Prima	as Test 1 - 5	51001 🔵 Au	to In - TALKIN	١G		Auto In Break ACW Meeting Logo
٩	657.300.6641 Call ID: 1647505491.77612	1212 - 00:10	Primas Test 12	12			New
	Skillsets	Calls In Queue	Agent Signed In	Oldest Call Waiting (mm:ss)	Agent Closed	1212 - Prin	nas Test 1212
•	1212 - Primas Test 1212	1	1	00:02	0 1	1	00:02
						Calls In Queue	Oldest Call Waiting (mm:ss)
						1	0
					Ŧ	Agent Signed In	Agent Closed

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

=•	Connected					Call Control	Queue Info	🗨 Agent Info 🗨 Screen Pop 🔹 Notification 斗 🥫
A	gent 51001 51001 Pr	imas Test 1 - 5	5 1001 Au	to In				Auto In Break ACW Meeting Logout
	Skillsets	Calls In Queue	Agent Signed In	Oldest Call Waiting (mm:ss)	Agent Closed		1212 - Prin	nas Test 1212
	• 1212 - Primas Test 1212	1	1	00:02	0 🔦	1		00:02
						Calls In Queue		Oldest Call Waiting (mm:ss)
						1		0
						Agent Signed In		Agent Closed
L					Ŧ			

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

Connected							Agent State	Call Control	Queue Info	Agent Info	💽 Screen Pop 🛛 🗨 Noti	fication 🗘
Agent 5100	1 51001 Prii	mas Test 1 - 51	1001 🔵 Au	to In						Auto In	Break ACW Mee	ting Log
Skillsets		Calls In Queue	Agent Signed In	Oldest Call Waiting (mm:ss)	Agent Closed				1212 - Prii	mas Test 121	12	
 1212 - Primas 	Test 1212	0	1	00:00	(^		0			00:00	0
							Call	s In Queue			Oldest Call Waiting	(mm:ss)
								1			0	
							Ager	nt Signed In			Agent Closed	ł
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	Activit
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.

Connected							DW Medicine Patient verificat	tion - Google Chrome 🛛 🖂 🖄	Agent Info 🕐 Screen Pop 🍵	Notification 🗘 👩 🖉
							about:blook Open from A	gent Dashboard		
Agent 510	01 51001 Pri	mas Test 1 - 51(001 🔵 Au	ito in - TALKIN	G		Patient Verified	d	UW Medicine Patient verifica Open from V Patient Verifie	tion web Notifier
657.	300.6642 or	30					🛕 Not Patient		Patient verme	u
Call I							Address/Phon	e Current	A Not Patient	
				Oldort Call			Insurance Con	firmed	Address/Phon	e Current
Skillsets				Waiting (mm:ss)			First Name	Last Name	Insurance Cor	nfirmed
1212 - Prim	as Test 1212	0	1	00:00	0	*	John	Smith	First Name	Lest Name
-							Medical Record Number	Clinic Name	John	Smith
							H6999999	Orcas Island Clinic	Medical Record Number	Clinic Name
							Date of Birth	Service Center	H6999999	Orcas Island Clinic
							01/02/1979	S 320011 E 4011068	Date of Birth	Service Center
							Phone Number	Dialed Number	01/02/1979	S 320011 E 4011068
							090-288-8531	206-520-6256	Phone Number	Disled Number
							Race	Ethnicity	090-288-8531	206-520-6256
							Not available	Not available	Bace	Ethnicity
						*	Latinx	Language	Not available	Not available
Agents signed i	n into selected skill						Not available	English	Latinx	Language
-				10×	1075.		Address	Skill	Not available	English
Extension	Agent ID	Agent Name	State	Talk Time	Total Call	Total /	1215 4th Ave., Suite	Not available	Address	Skill
51001	51001	51001 Primas Test 1	 Talking 		7		800,Seattle, WA 98101	O PRIMAS	1215 4th Ave.,Suite 800 Seattle, WA 98101	Not available
								Version 2.1.18.16825		O PRIMAS Version 2.1.18.1662

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

Title	UW Medicine Patient verification	Custom Css Style		ed	_	
Data Type	verification ×	Width	400	\$	٩	l Deactive/Activate Multip
VDN	VDN list separated by comma. e.g 1001;1002;1003	Height	630	\$	Custom View	
Company	Select Company 🔻	Dock	Bottom Right	•		
Location	Select Location 🔹	Margin Top	•			†
Excluded Keys		Margin Right	•			†
Extend Data	Key Value Add	Margin Bottom	•	_	manageCustomView	🖉 Edit 🗙 Del
Notification Header	Marraga from phone pumper	Margin Left	*			()
Nouncation neader	(ANI)					ŶÎ
Notification Body	You received a message from {FirstName} {LastName}					¢ û
						¢ û
						() û
L	1					() () ()
			⊘ Update	() Cancel		() ()
	Data Type Data Type VDN Company Location Excluded Keys Extend Data Notification Header Notification Body	Inte Ow Medicine Patenci verification Data Type verification VDN VDN list separated by commalling Company Select Company Location Select Location Extend Data Key Notification Header Message from phone number (ANI) Notification Body You received a message from (FirstName)	Inte UV Medicinitie Facility (Venincation) Costinities sayle Data Type werfinication Width VDN VDN inst separated by comma.e.g. Height Company Select Company Dock Location Select Company Margin Top Excluded Keys Margin Right Extend Data Key Value Notification Header Message from phone number (KN) Margin Left Notification Body You received a message from (FirstName) (LastName) Journal of the select Name (LastName)	Inte UV Method merken verification Data Type verification X VDN VDN its separated by comma.eg Company Select Company Location Select Company Location Select Location Key Value Margin Right \$ Notification Header Message from phone number (KN) Notification Body You received a message from (FirstName) (LastName)	Inte UW Widdhill e adtert verification Cubit SS style Explored biblic tobic tob	Inter UM Mediatine Paralent Verification II Custom Cas saye Teg Enclaption II: bale: Coll res Data Type verification X Width 400 ÷ VDN VON Ist separated by commales Height 630 ÷ Custom View Company Select Company • Dock Bottom Right • Image Custom View Location Select Location • Margin Top Image Custom View Extend Data Key • Value Add Margin Bottom Image Custom View Notification Header Message from phone number (KNI) Margin Left Image Custom View Notification Body Vou received a message from (FirstName) (LastName) Image Custom View Image Custom View Image Custom View Image Custom View Image Custom View Image Custom View

						۳	Hold 🔇 Transfer 👔	Conference
Oldest Call Waiting	Agent Closed				49023 ·	Others		
(mm:ss) 00:00	1	•		0			00:0)0
00:00	1		Calls	i In Queue			Oldest Call Waitin OUW Medicine Patient verifica	tion
				1			Patient Verifie	d
			Agen	t Signed In			A Not Patient	
		*					Address/Phon	e Current
							Insurance Con	firmed
Talk Time	I otal Call	l otal Answer	Total Abandon	l otal Open	Total Close	Last Login	First Name	Last Name
9m 46s	IU	IU			16n 11m 52s	03/17 16:11	John Medical Record Number	Smith
							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 20101	Not available
							O Primas Web Notifie	r • now
							Message from phone You received a messa	number 0902888531 ge 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.

Configuring Web serve	r URL and name allows	caller inform	ation to pop on	the agent d	lesktop.	
Company	Select Company	•	Location	Sele	ect Location	
Base URL	https://www.uw	/medicine.org/				
Parameter	🔘 List 🔿 Te	ext				
	Name		Value			•
	Add parameter	r				
	ANI={ANI} ×	Country Code=	{CountryCode} ×	Agent Exter	nsion={ACDPOSII	D} ×
				autoin={1}	× aaa={222} ×	
Save Configuration	Call ID={CID} ×	UUI={UUI} ×				
Save Configuration	Call ID={CID} ×	UUI={UUI} ×	For Providers / Research / School of	Medicine / ContactUs		x ≱ localho x + ❤ ⊮ ☆ @ Q
Save Configuration	& patient resources v / 1 Want to v	UUI={UUI} ×	For Providers / Research / School of	Medicine / ContactUs		X V Iocalho X + 아 년 숫 양 및 Other bookm Notification
Save Configuration	Call ID={CID} × & patient resources × / I want to × ics Visitor Policy Post-COVID-19	UUI={UUI} ×	For Providers / Research / School of	Medicine / Contact Us		X V Incubic X + Y Incubic X + Y Other bookm Other bookm Other bookm Other bookm Other bookm Other bookm Other bookm Other bookm Conserver Conse
Save Configuration	Call ID={CID} ×	UUI={UUI} ×	For Providers , Research , School of	Medicine / ContactUs	MAREA GIFT>	x Plocalho x + v 12 x 0 k 0 k Other bookm to Soren Pop Notification OPEN CLOSE Y Transfer A Conference
Save Configuration	Call ID={CID} × & patient resources / I want to + ics Visitor Policy Post-COVID-19 Pr Degree :hcare	UUI={UUI} ×	For Provders , Research , School of	Medicine / Contact Us		X Plocalho X + Plocalho X + Plocalho X + Plocalho X + Other bookn Other bookn Other bookn OPEN CLOSE OPEN
Save Configuration	Call ID={CID} × a patient resources ✓ / I want to ↓ ics Viaitor Policy Post COVID-19 Cr Degree chcare intrnent care	UUI={UUI} ×	For Providers Research School of	Madane / Contact Us		X V Icalific X + P 22 X P 2 Other bookr Other bookr O
Save Configuration	call ID={CID} ×	UUI={UUI} ×	For Providers Research School of	Medicine / Contact Us		X Control X + Control X + Control X + Control X - + Control X Control X
Save Configuration	Call ID={CID} ×	UUI={UUI} ×	For Providers Research School of	Medicine / ContactUs		
Save Configuration	Call ID={CID} ×	UUI={UUI} ×	for Providers Research / School of	Medicine / ConactUs		

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.