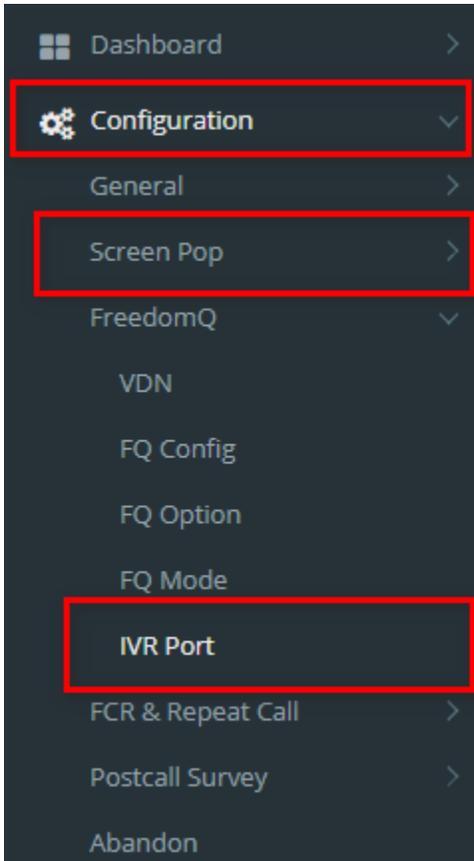


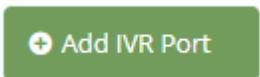
How to manage IVR Port at FreedomQ Configuration

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 ? FreedomQ ? IVR Port** at the menu.



ADD AN IVR PORT

1. Click  button, the **Add** popup is displayed.
2. From the **Add** popup, you enter **Reserved Port**, **Port Number** and select **IVR Application, Inbound (T/F)**. Then click  button.

Add ×

IVR Application *

Reserved Port *

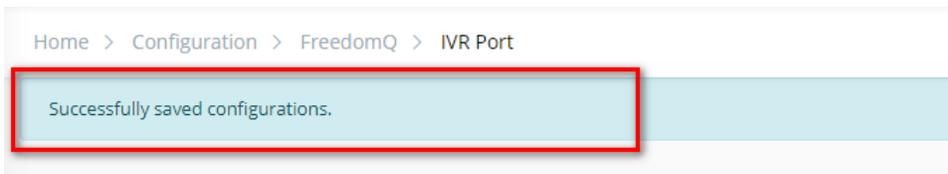
Port Number *

Inbound

✓ Update

✕ Cancel

If the system shows this message, you created successfully IVR Port.



EDIT AN IVR PORT

1. On the **IVR Port List** table, select any row you want to edit.

IVR Application	Port Number	Status	Port Type	Date Updated
ACD1	11		OutBound	08/27/2019 15:02:22 PM ✎ ✕
ACD1	33		InBound	11/28/2018 17:20:44 PM ✎ ✕

◀ 1 ▶ 20 Items per page 1 - 2 of 2 items

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

3. Form **Edit** popup, you modify a **Reserved Port**, **Port Number** and select **IVR Application**, **Inbound (T/F)**. Then click the  but ton.

Edit

IVR Application: ACD1 *

Reserved Port: 11 *

Port Number: 11 *

Inbound

If the system shows this message, you edit successfully IVR Port.

Home > Configuration > FreedomQ > IVR Port

Successfully saved configurations.

DELETE AN IVR PORT

1. On the **IVR Port List** table, select any row you want to deleted.

IVR Application	Port Number	Status	Port Type	Date Updated
ACD1	11		OutBound	08/27/2019 15:02:22 PM
ACD1	33		InBound	11/28/2018 17:20:44 PM

2. Click  button on that row.
3. There're alert displays after you click to this button. Select **OK**.

192.168.1.54 says

Are you sure you want to delete this Port?

If the system shows this message, you deleted successfully another device.

Home > Configuration > FreedomQ > IVR Port

Deleted Successfully.

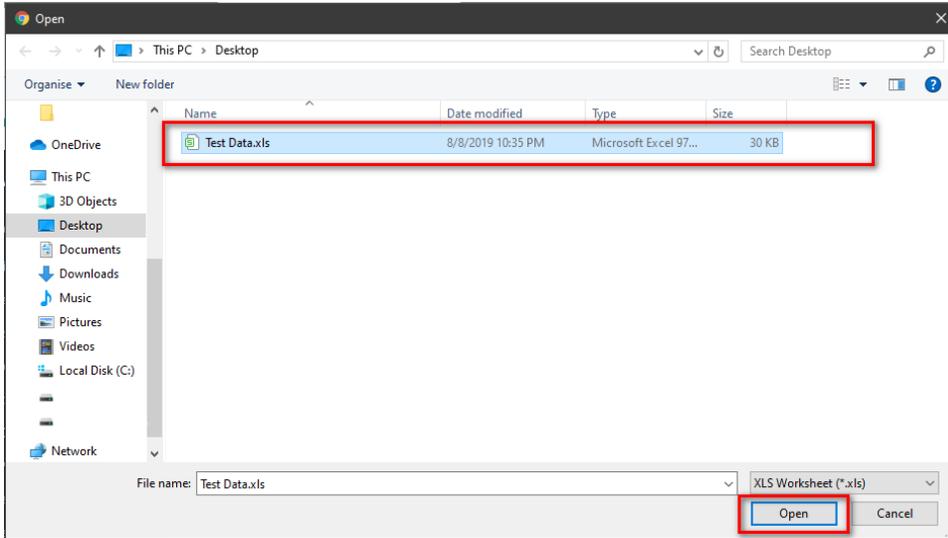
IMPORT FROM/ EXPORT TO AN EXCEL FILE

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

1. 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.

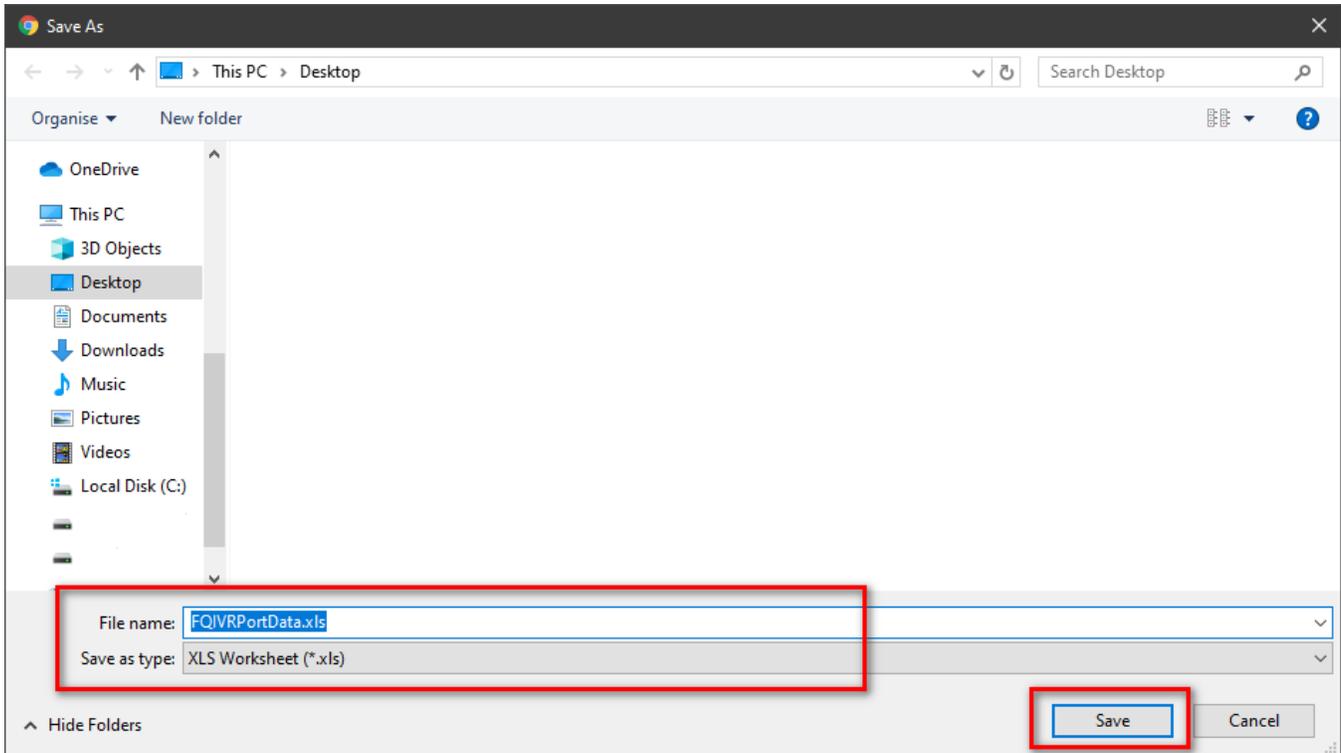


- **To export data from excel file:**

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](#)