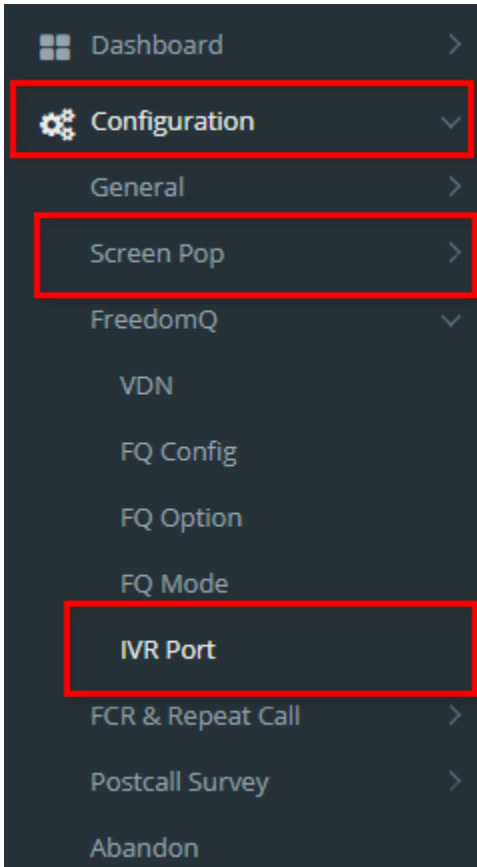


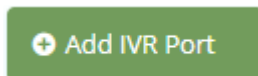
# How to manage IVR Port at FreedomQ Configuration

## 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

ACD1

\*

Reserved Port

123

\*

Port Number

1

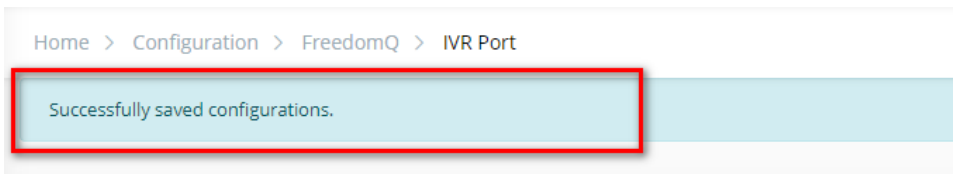
\*

☒ Inbound

Update

Cancel


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



## EDIT AN IVR PORT

- 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

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

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



but

Edit

IVR Application

ACD1

\*

Reserved Port

11

\*

Port Number

11

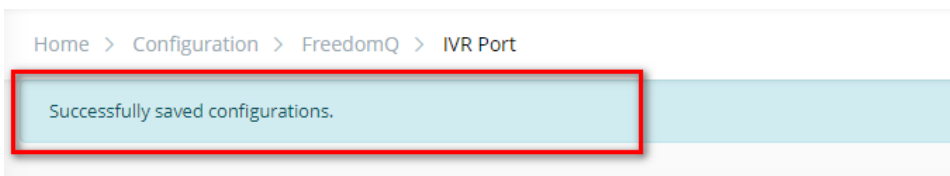
\*

☐ Inbound

✓ Update

✕ Cancel


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

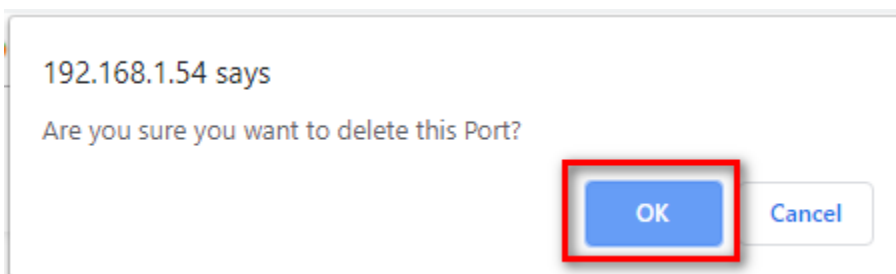


## DELETE AN IVR PORT

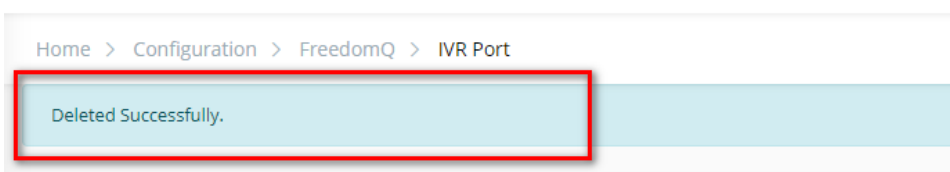
- On the **IVR Port List** table, select any row you want to deleted.

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

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



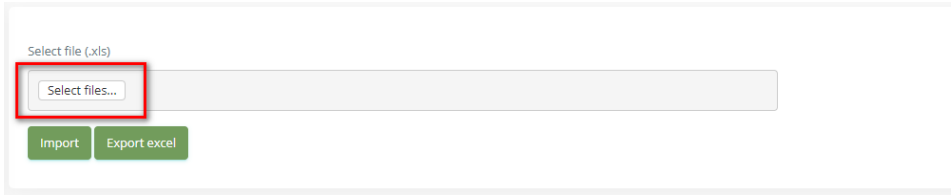
If the system shows this message, you deleted successfully another device.



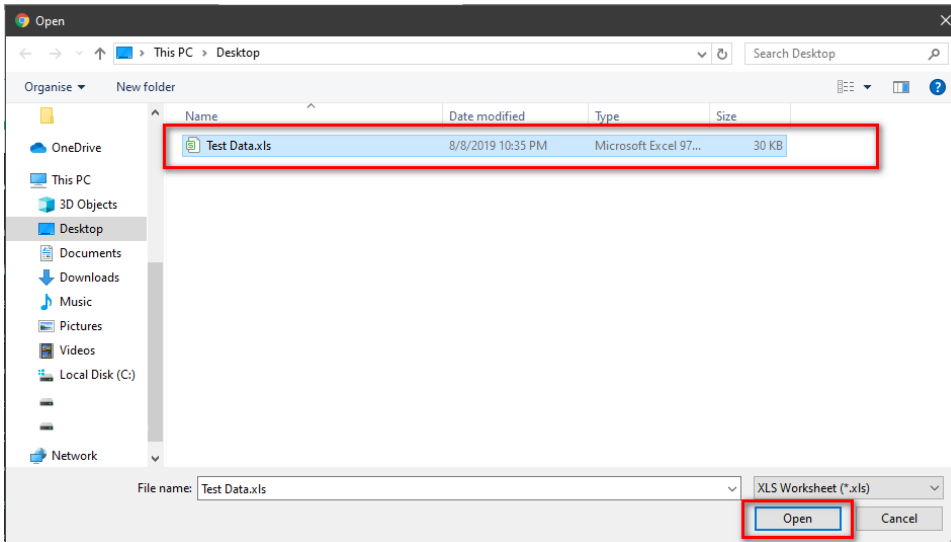
## IMPORT FROM/ EXPORT TO AN EXCEL FILE

- **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.

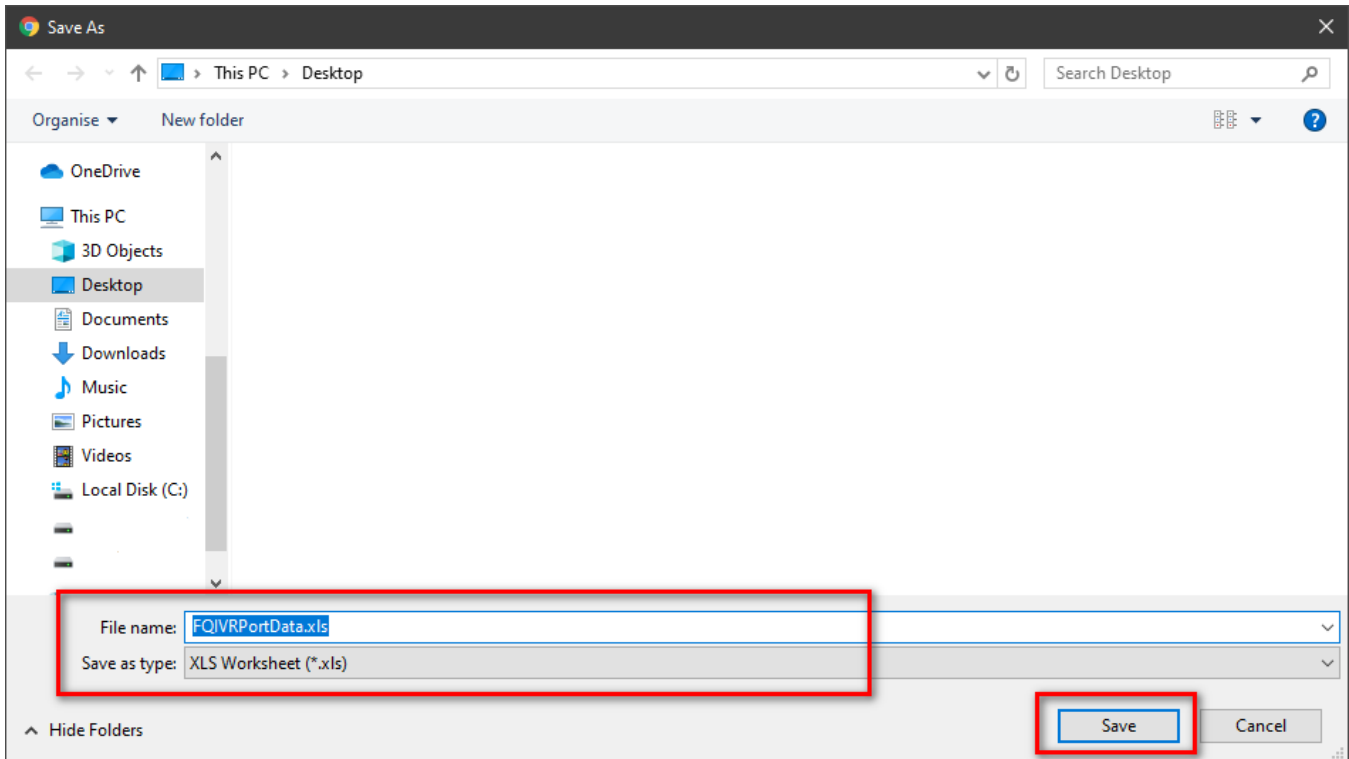


- **To export data from excel file:**

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](#)