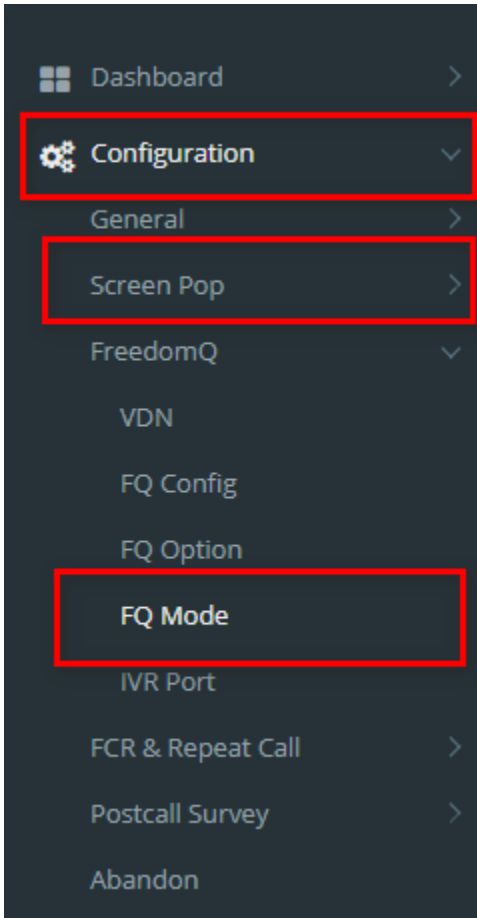




How to manage FQ Mode at FreedomQ Configuration

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 ? FQ Mode** at the menu.



ADD AN FQ Mode

1. Click  button, the **Add** popup is displayed.
2. From the **Add** popup, you enter **CallBack Grace** and select **other fields (option)**. Then click  button.

Add

Queue
20033 - 20033

Mode
AfterHours

Callback Grace Period
2
minute(s) *

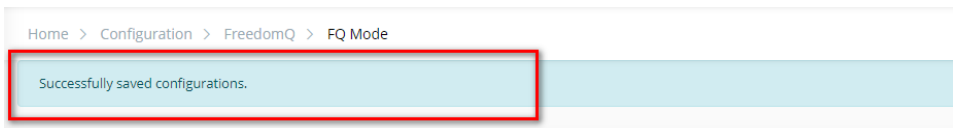
Day
Wednesday

From
:

To
:





Update
Cancel


If the system shows this message, you created successfully FQ Mode.



EDIT AN FQ Mode

- On the **FQ Mode List** table, select any row you want to edit.

Queue Number	Queue Name	Mode	Grace Period	Day	Time	
20032	20032	Shutdown	2	Sunday	0000-0000	 
All Queues	All Queues	Normal	1	EveryDay	0000-2358	 

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

- Form **Edit** popup, you modify a **Callback Grace** and select **other fields (option)**. Then click the  button.

Edit

Queue

20032 - 20012

Mode

Shutdown

CallBack Grace Period

5

minute(s) *

Day

Sunday

From

00

:

00

To

00

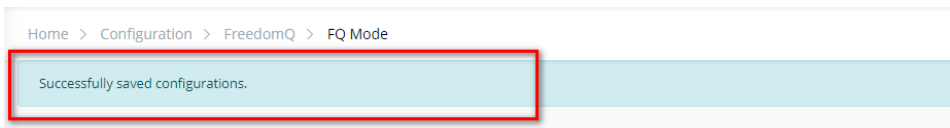
:

00

Update





Cancel


If the system shows this message, you edit successfully FQ Mode.

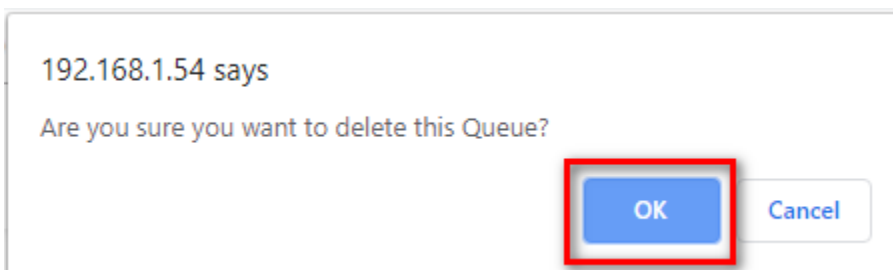


DELETE AN FQ Mode

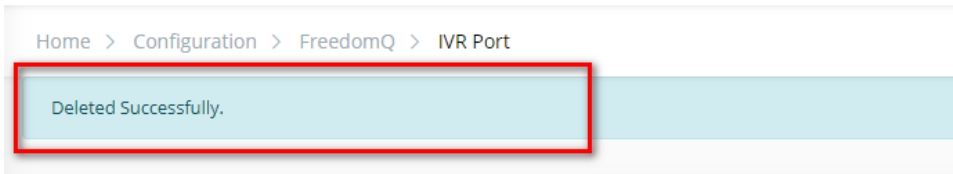
- On the **FQ Mode List** table, select any row you want to deleted.

Queue Number	Queue Name	Mode	Grace Period	Day	Time	
20032	20032	Shutdown	2	Sunday	0000-0000	 
All Queues	All Queues	Normal	1	EveryDay	0000-2358	 

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



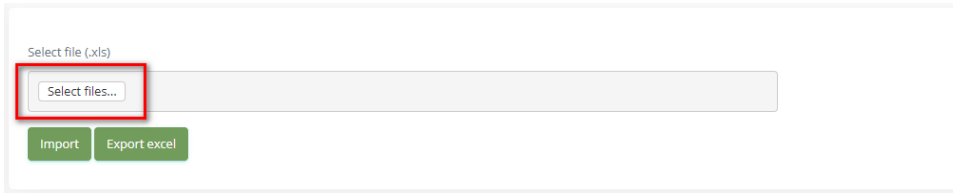
If the system shows this message, you deleted successfully another device.



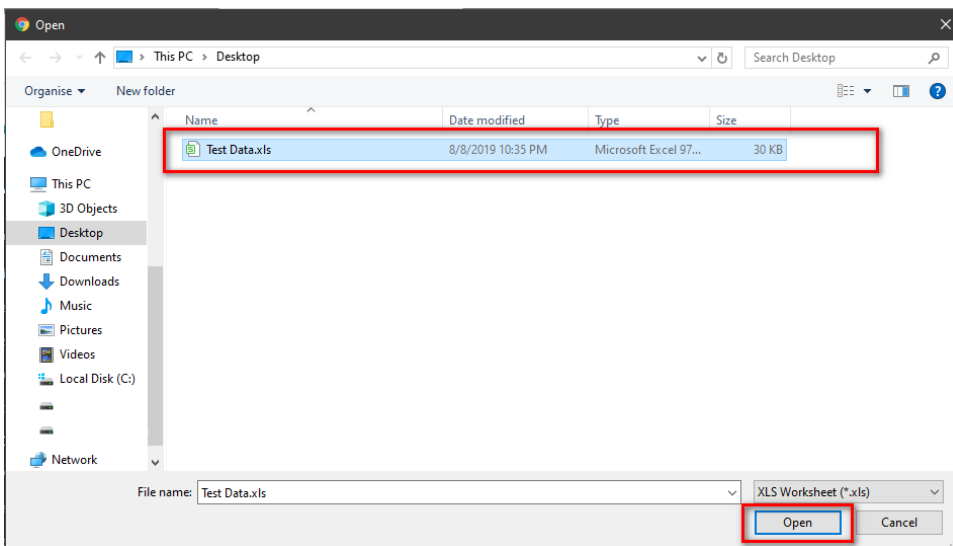
IMPORT FROM/ EXPORT TO AN EXCEL FILE

- **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.

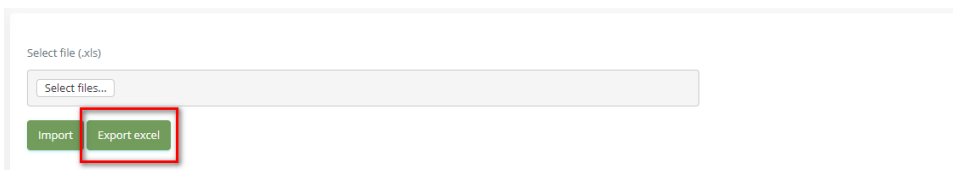


3. Click the **Import** button.

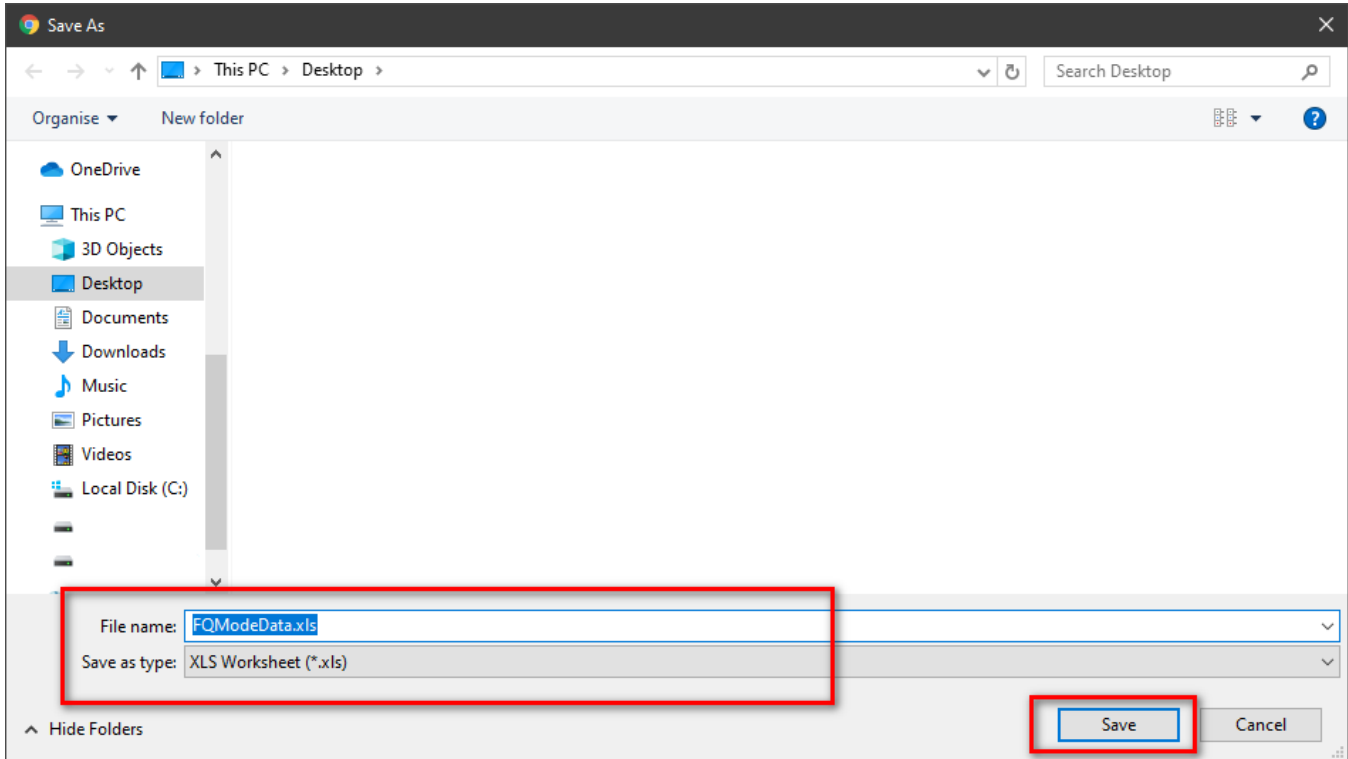


- **To export data from excel file:**

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](#)