


How to manage FQ Option 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 Option** at the menu.



ADD FQ Option

1. Click  button, the **Add** popup is displayed.
2. From the **Add** popup, you enter all information into the fields. Then click  button.

Add

Normal FQ
20031

Open Hour
08:00

Close Hour
23:00

Minimum Queue Position
0

Maximum Queue Position
1000

Queue Position High Range
0

Minimum EWT
0

Maximum EWT
1000

EWT High Range
0

EWT Buffer
0

Callback Priority Phone Number
1000

Client time to callback
0

Delivery Attempts
1000

Delivery Interval No Answer
1

Delivery Interval on Busy
1000

Format
DTMF

Time the call is removed from the FQueue
0

☐ Offer FreedomQ?

☐ Offer Queue Position?

☐ Offer EWT Position?

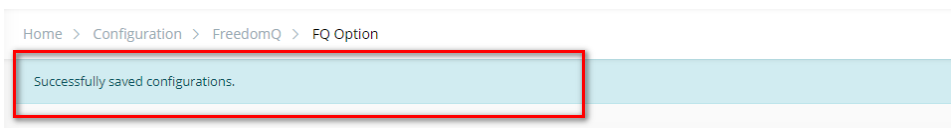
Update

Cancel

a. Note:

- **Normal FQ:** This is Normal FQ from FQ Config.
- **Open Hour:** The time we start offering the callback.
- **Close Hour:** The close time we stop offering the callback.
- **Minimum Queue Position:** If the current number of calls in a queue is over this number and the EWT is over the minimum EWT, the system starts offering the callback. Otherwise, the system won't offer the callback to the caller.
- **Maximum Queue Position:** If the number of calls in the queue is over this value, the system will stop offering the callback.
- **Minimum EWT:** If EWT for a queue is over this value (MINUTE) and the number of calls in the queue is over the minimum Queue Position number, the system starts offering the callback. Otherwise, the system won't offer the callback to the caller.
- **Maximum EWT:** If the EWT for a queue is over this value (MINUTE), the system will stop offering the callback.
- **EWT Buffer:** When the system offers the callback, it will prompt to the caller the EWT = the current EWT plus this buffer value.
- **Callback Caller ID:** When the system callback to a customer, this phone number be will displayed as the calling number.
- **Delivery Attempts:** This value tells the system how many times it will reschedule to callback if the call gets FAILED signal when system callbacks customer.
- **Delivery Interval No Answer:** This value tells the system how many times it will reschedule to callback if the call gets a NOANSWER signal when system callbacks customer.
- **Delivery Interval on Busy:** This value tells the system how many times it will reschedule to callback if the call gets a BUSY signal when system callbacks customer.
- **FQ Cleanup time-frame:** this value tells the system to cleanup the callback token if the callback time of the token has already passed over this value (HOUR).
- **Offer FreedomQ:** indicate whether the system offers a callback to customer.
- **Offer Queue Position:** indicates whether the system plays the queue position to customer when it offers a callback to customer.
- **Offer EWT:** indicates whether the system plays the EWT information to customer when it offers a callback to customer.

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



EDIT FQ Option

1. On the **FQ Option List** table, select any row you want to edit.

Normal FQ	Play Qpos	Play EWT	Time Call Back	Attempts	No Answer	Del. Busy	Time Remove
N	N	N	0	1000	1000	1000	1000

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



3. Form **Edit** popup, edit queue **options**. Then click the button.

Edit

Normal FQ

20071

*

Open Hour

08:00

*

Close Hour

23:00

*

Minimum Queue Position

0

*

Maximum Queue Position

1000

*

Queue Position High Range

0

*

Minimum EWT

0

*

Maximum EWT

1000

*

EWT High Range

0

*

EWT Buffer

1000

*

Callback Priority

1000

*

Phone Number

*

Client time to callback

0

*

Delivery Attempts

1000

*

Delivery Interval No Answer

1000

*

Delivery Interval on Busy

1000

*

Format

DTMF

*

Time the call is removed from the FQueue

1000

*

☐ Offer FreedomQ?

☐ Offer Queue Position?

☐ Offer EWT Position?

Update

Cancel

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



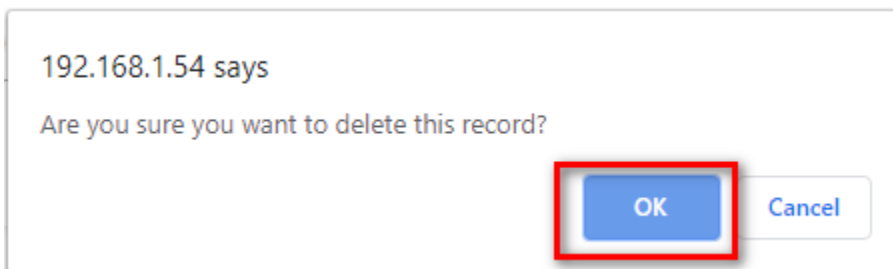
DELETE FQ Option

1. On the **FQ Option List** table, select any row you want to deleted.

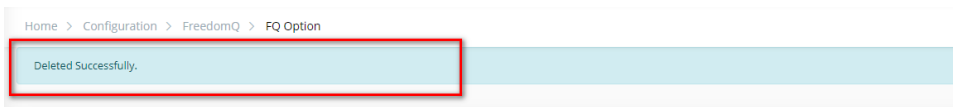
Normal FQ	Play QPos	Play EWT	Time Call Back	Attempts	No Answer	Del. Busy	Time Remove	
N	N	N	0	1000	1000	1000	1000	

2. Click  button on that row.

3. There're alert displays after you click to this button. Select **OK**.



If the system shows this message, you deleted successfully FQ Option.



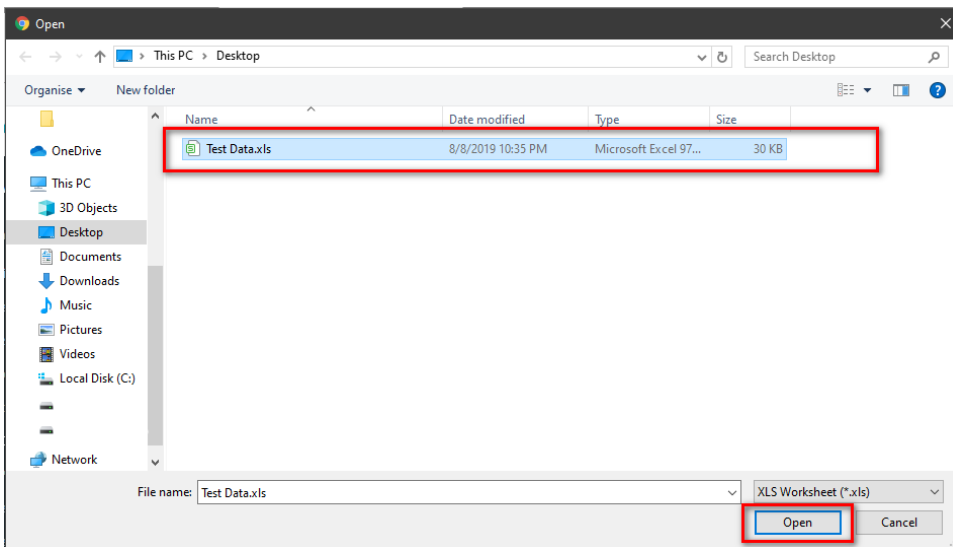
IMPORT FROM/ EXPORT TO AN EXCEL FILE

- **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.

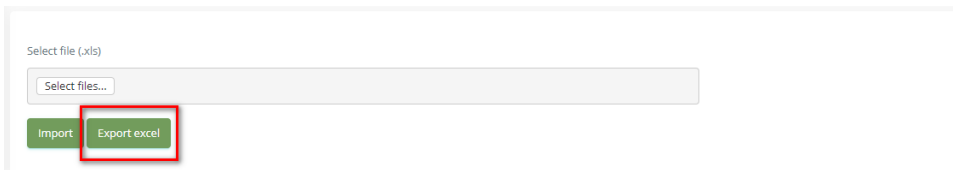


3. Click the **Import** button.

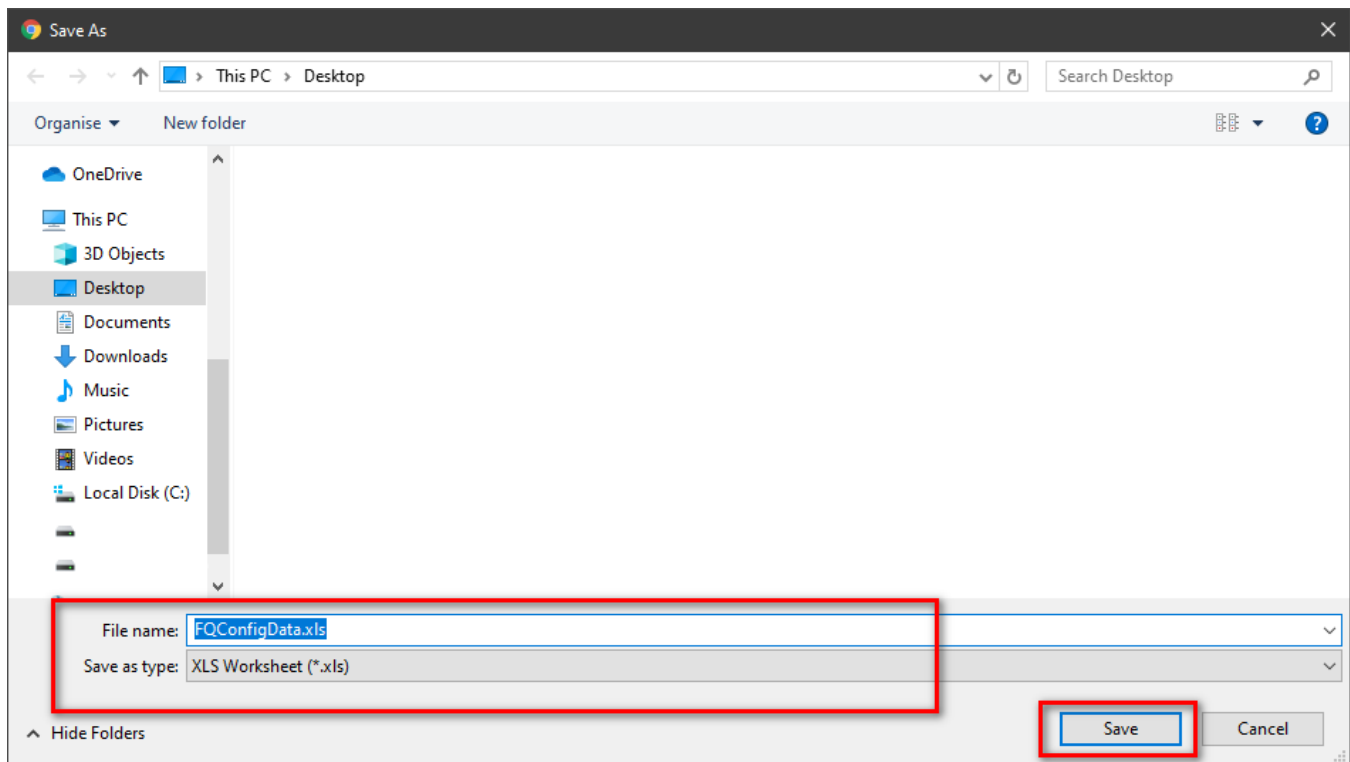


- **To export data from excel file:**

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](#)