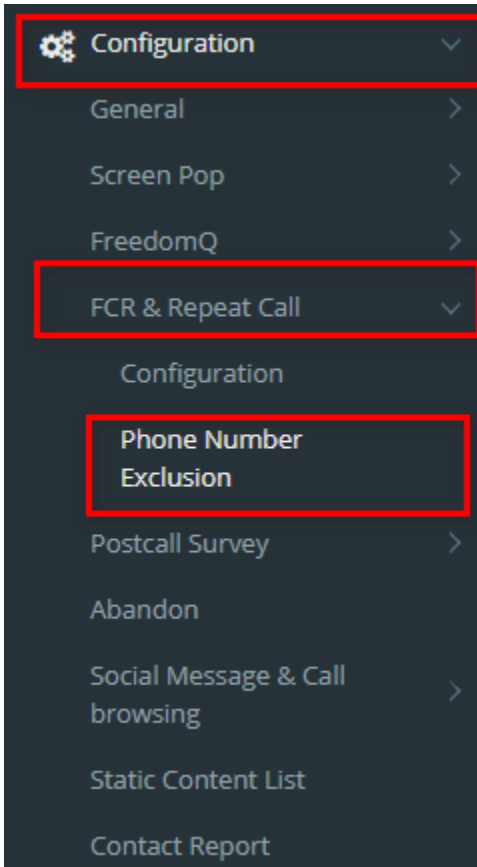


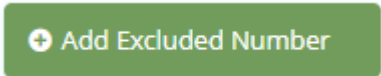

# How to manage Phone Number Exclusion at FCR & Repeat Call Configuration

## 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 ? FCR & Repeat Call ? Phone Number Exclusion** at the menu.



## ADD A PHONE NUMBER EXCLUSION

1. Click  button, the **Add** popup is displayed.
2. From the **Add** popup, you enter **Caller ID**, **Agent ID** and select **Note (option)**. Then click  button.

Add

Caller ID
1234567890
\*

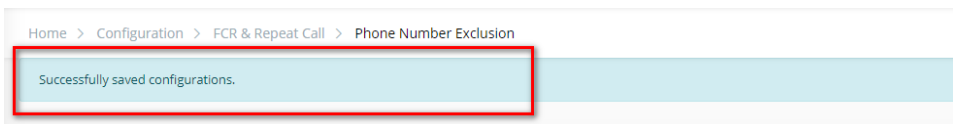
Agent ID
11111
\*

Note

Update

Cancel



If the system shows this message, you created successfully Phone Number Exclusion.



## EDIT A PHONE NUMBER EXCLUSION

- On the **Phone Number Exclusion List** table, select any row you want to edit.

Caller ID	Agent ID	Note	Date Updated
1234567890	11111		08/27/2019 16:19:59 PM
7142747471	40012		08/26/2019 16:26:14 PM

- Click  button on that row. The **Edit** popup is displayed.
- Form **Edit** popup, you modify **Note**. Then click the  button.

Edit

Caller ID
1234567890
\*

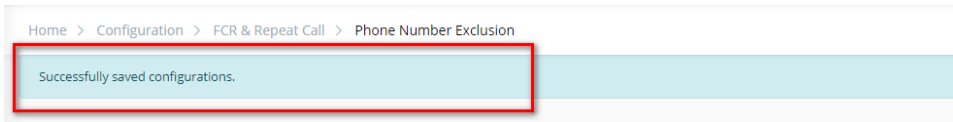
Agent ID
11111
\*

Note

Update





Cancel

If the system shows this message, you edit successfully Phone Number Exclusion.




## DELETE A PHONE NUMBER EXCLUSION

- On the **Phone Number Exclusion List** table, select any row you want to delete.

Caller ID	Agent ID	Note	Date Updated
1234567890	11111		08/27/2019 16:19:59 PM  
7142747471	40012		08/26/2019 16:26:14 PM  

1
20 items per page
1 - 2 of 2 items

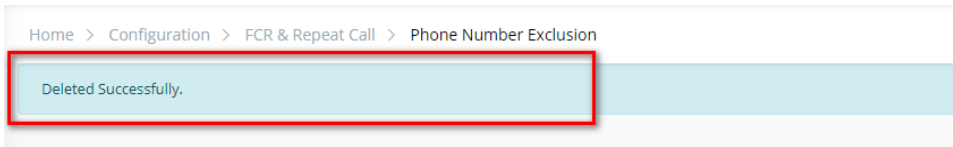
- Click  button on that row.
- There're alert displays after you click to this button. Select **OK**.

192.168.1.54 says  
Are you sure you want to delete this Excluded Number?

OK

Cancel

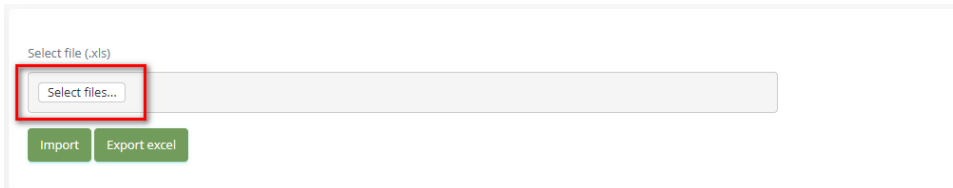
If the system shows this message, you deleted successfully Phone Number Exclusion.



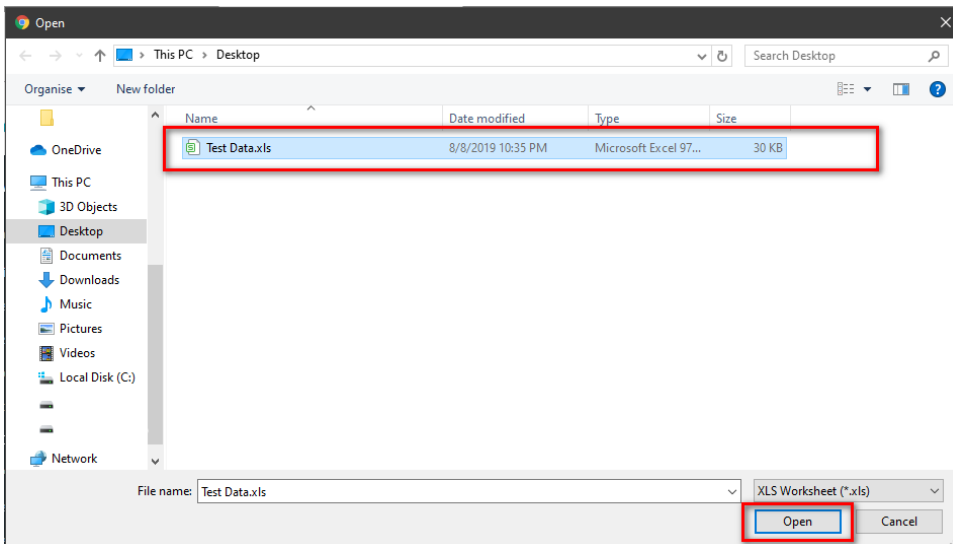
## IMPORT FROM/ EXPORT TO AN EXCEL FILE

- **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.

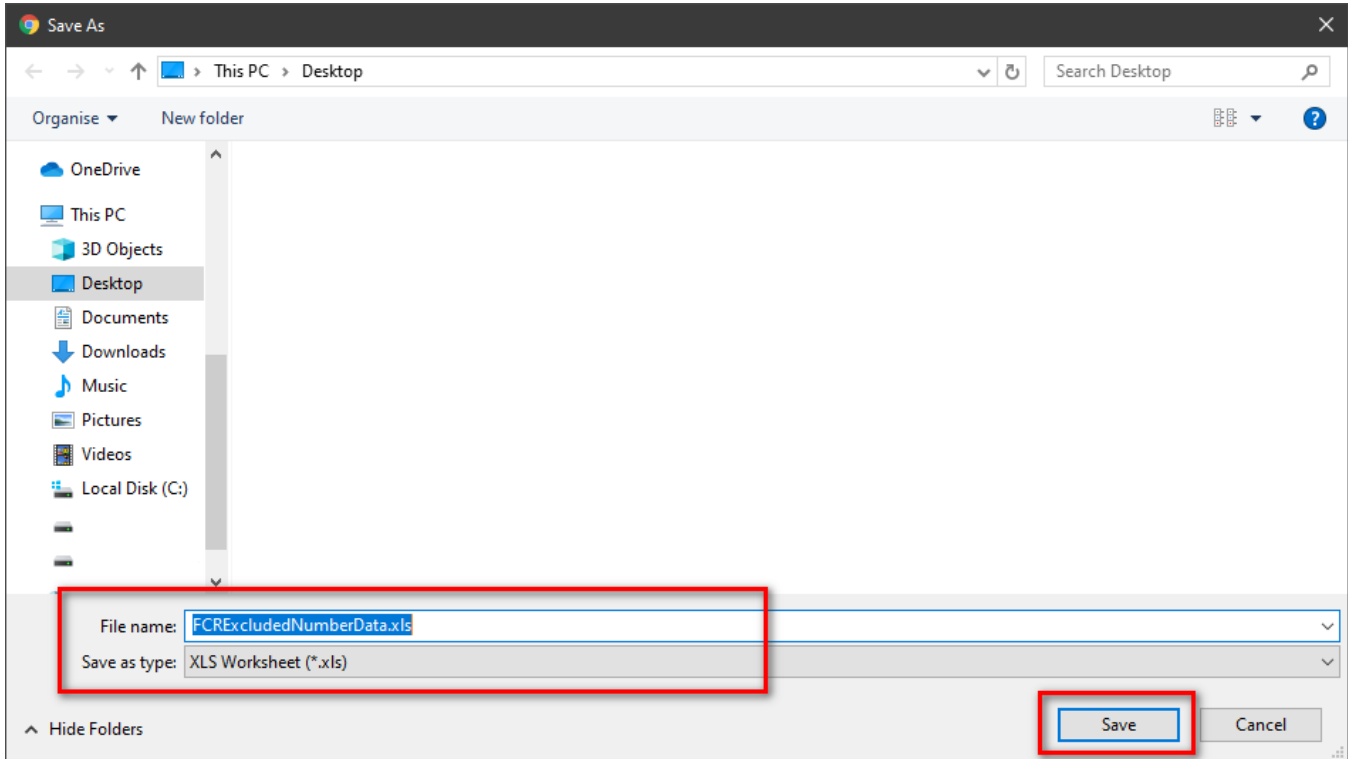


- **To export data from excel file:**

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](#)