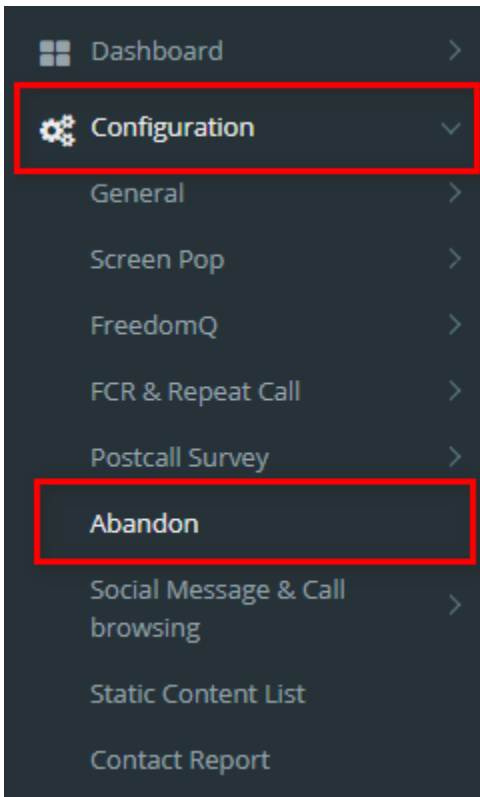


How to manage Abandon Call Configuration

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 ? Abandon** at the menu.

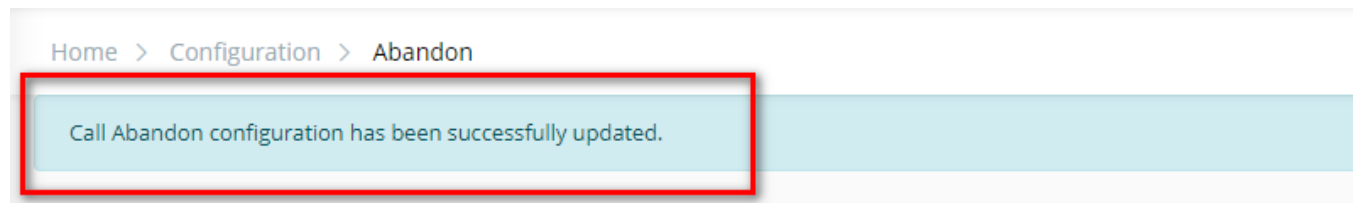


Abandon Call Configuration

Enter the **Abandon MIN Threshold** into the textbox, then click **Save** button

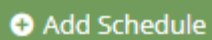
A screenshot of the 'Abandon Call Configuration' form. The title 'Abandon Call Configuration' is in green. Below it, the label 'Abandon MIN Threshold' is followed by a text input field containing the number '10'. To the right of the input field is a green 'Save' button. The entire form area is enclosed in a light gray border, and the input field and Save button are highlighted with a red rectangular box.

If the system shows this message, you updated successfully Abandon Call.



Call Abandon Scheduling

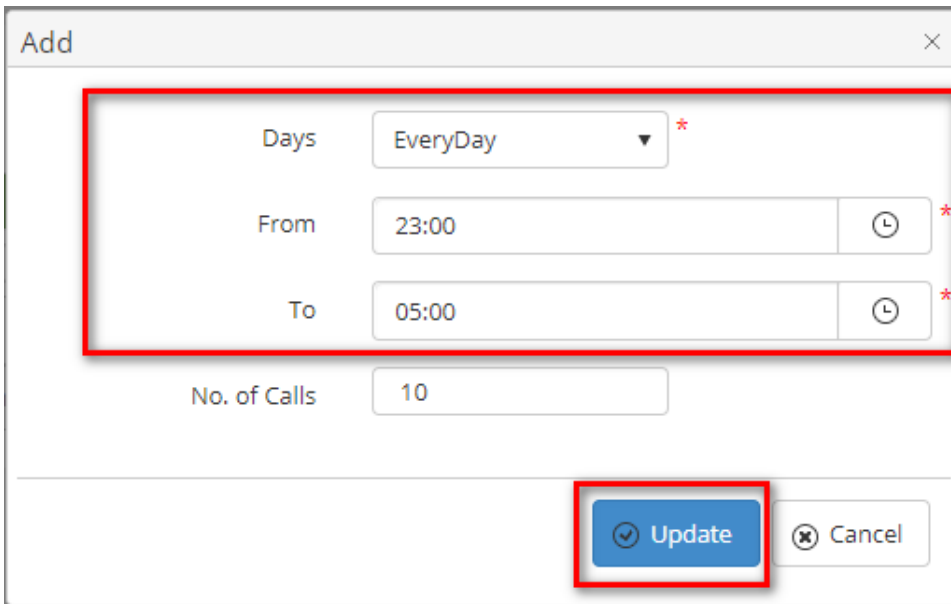
- Add Call Abandon Scheduling

 Add Schedule

Click button, the **Add** popup is displayed. From the **Add** popup, you enter **Days, From - To Hours, No.of Call**.

 Update

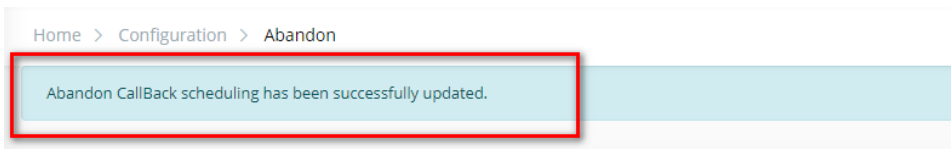
Then click button.




The 'Add' popup form contains the following fields and controls:

- Days:** A dropdown menu with 'EveryDay' selected. A red asterisk (*) is to its right.
- From:** A time input field with '23:00' and a clock icon. A red asterisk (*) is to its right.
- To:** A time input field with '05:00' and a clock icon. A red asterisk (*) is to its right.
- No. of Calls:** A text input field with '10'.
- Buttons:** At the bottom right, there is a blue 'Update' button with a checkmark icon and a grey 'Cancel' button with an 'X' icon. Both buttons are highlighted with a red border.

If the system shows this message, you created successfully a new Scheduling.



- **Edit Call Abandon Scheduling**

On the **Call Abandon Scheduling** table, select any row you want to edit. Click  button on that row. The **Edit** popup is displayed, you modify **Days, From - To Hours, No.of Call**.

 Update

Then click button.

Edit

Days
EveryDay
*

From
23:00

To
05:00

No. of Calls
10

Update

Cancel

• Delete Call Abandon Scheduling

On the **Call Abandon Scheduling** table, select any row you want to delete. 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 to delete this item

OK

Cancel



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](#)