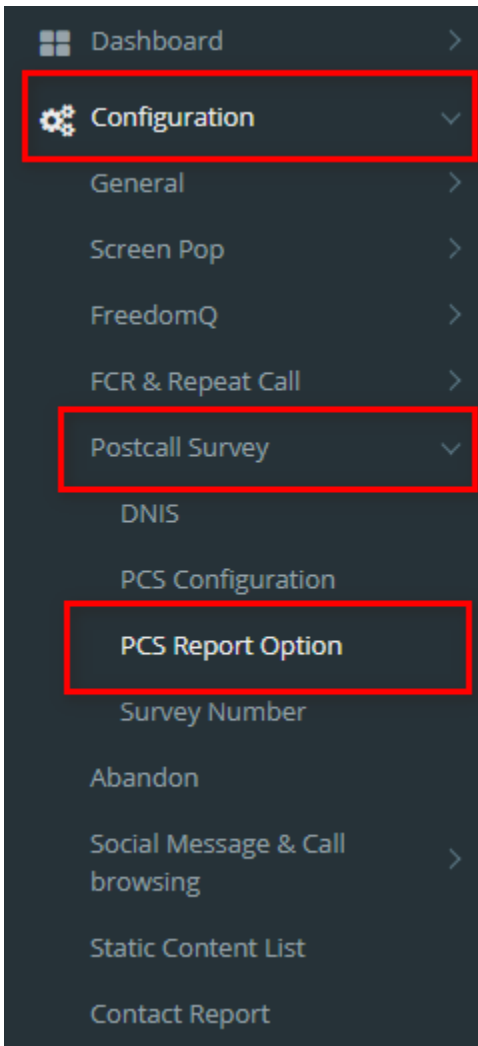


How to manage PCS Report Option at Postcall Survey Configuration

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 ? Postcall Survey ? PCS Report Option** at the menu.



- Form **Postcall Survey Report configuration**, you enter **Cutoff of Acceptable**, **Customer Service Text**, other fields is an option. Then, click **Save Configuration** button.

Postcall Survey Report configuration

Cutoff of Acceptable	4.0
Patient VDN(s)	
Customer Service Text	patient
Excluded VDN(s)	
DNIS Exclusion	
Excluded Agent ID	
Recording Playback URL	
Short Call Duration	1000000 second(s)
PCS Report Footer	

Save Configuration

If the system shows this message, you updated successfully PCS Report Configuration.

Home > Configuration > Postcall Survey > PCS Report Option

PCS configuration has been successfully updated.



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](#)