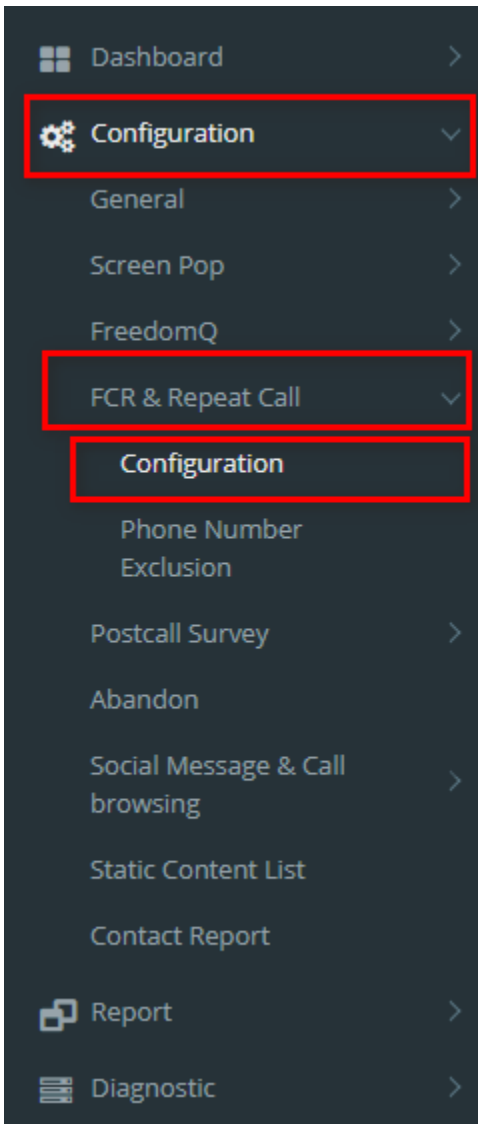# How to manage Configuration at FCR & Repeat Call Configuration

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 ? Configuration** at the menu.

- ***Epop setting***

    Form **ePop** form, enter your information into the fields. Then click **Save Configuration** button.

ePop

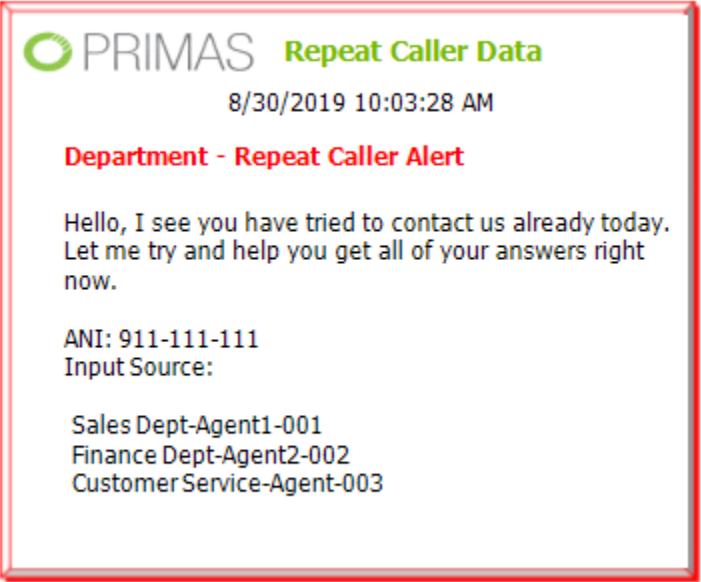|	
Edit / Customize Agent Screen-pop Script	Hello, I see you have tried to contact us already today. Let me try and help you get all of your answers right now.
Agent Password Email Reset	admin@primas.net
Desktop Screen-pop Size (pixels)	W: 350 * H: 290 *
Number of times to pop script	10

Set Day range pop-up warning

Critical	1 *	(pink) ▼
Minor	2 *	(yellow) ▼
Normal	3 *	(blue) ▼

[Preview ePop] [Save Configuration]

Note: Restart the Remoting Service/desktop screen pop application to complete and save configuration changes or updates. Not applicable for the last 3 config parameters above

Preview ePop

PRIMAS   Repeat Caller Data

8/30/2019 10:03:28 AM

Department - Repeat Caller Alert

Hello, I see you have tried to contact us already today. Let me try and help you get all of your answers right now.

ANI: 911-111-111
Input Source:

Sales Dept-Agent1-001
Finance Dept-Agent2-002
Customer Service-Agent-003

- ***FCR Report***

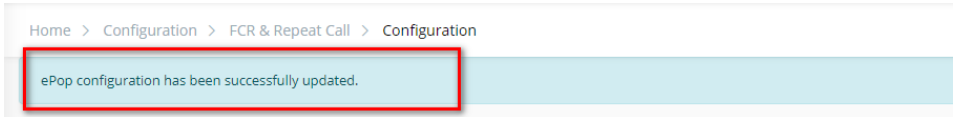Form **FCR Report** form, enter your information into the fields. Then click **Save Configuration** button.

FCR Report

FCR Report By	ANI ▼
IVR Data Key	

[Save Configuration]

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

Home > Configuration > FCR & Repeat Call > **Configuration**

ePop 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