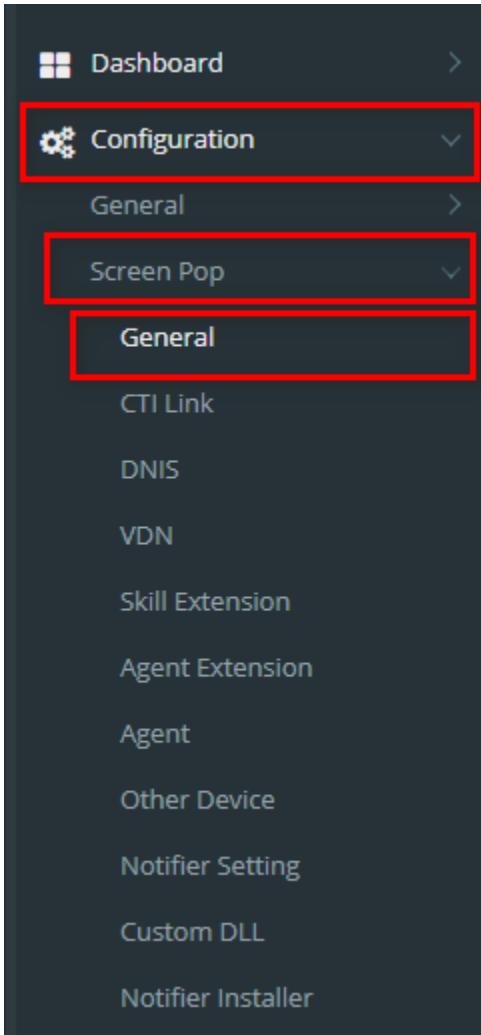


# How to manage General at Screen Pop Configuration

## 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 ? Screen Pop? General** at the menu.



- Form **General Screen Pop** form. enter your information into all fields. Then click **Save Configuration** button.

## General Screen Pop

Notifier Pop Parameters

```
ANI|CountryCode=Country Code|ACDPOSID=Agent Extension | CID=Call ID | UUI | DNIS | TrunkGroup=Trunk Group|TrunkMember=Trunk Member|QueueID=Queue ID|AgentID=Agent ID|StartTime=Call start time|AnswerDelay=Answer Delay|IVRTime=IVR Answer Duration|StartQueueTime=Start Queue Time|StartAnswerTime=Start Answer Time|AgentAnswerTime=Agent Answer Time|EndTime=Call End Time|CallDuration=Call Duration|AgentDuration=Agent Answer Duration|HasTransferred=Transferred call|ExternalHungup=Customer Hung up?|Direction|AgentStartTime=Agent Ringing Time
```

Send Pop Message For Events

Ringing x Answered x Disconnected x

Reconnect Reminder Check Interval

▲ ▼

Calculate Call Time For Each Agent

Yes  No

Trigger Pop For Outbound

Yes  No

Save Configuration

If the system shows this message, you updated successfully a Screen Pop.

Home > Configuration > Screen Pop > General

Successfully saved configurations.



## 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](#)