# Turn on/off the disconnect caller callback pop (ReconX)

When you want to turn on/ turn off the disconnect caller callback pop.

The ReconX pop is displayed when a call ends in the bottom right corner. The agent can then decide if the call was terminated unintentionally and call the customer back. The customer will then be directly connected to the Agent.

Step-by-step guide

To turn on/ turn off the disconnect caller callback pop

1. From LinkScope Notifier, click on menu **Features.**
2. Check/Unchecked **ReconX** to turn on/ turn off the disconnect caller callback pop.
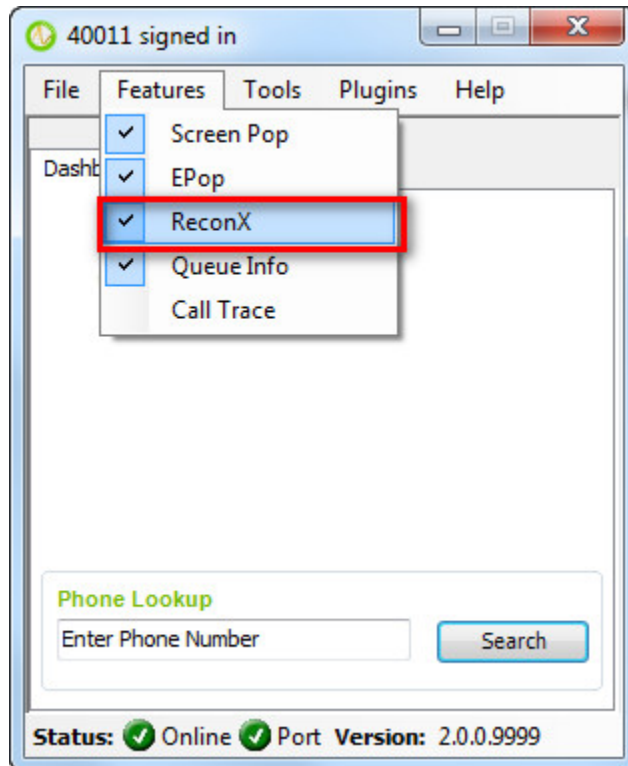
ⓘ This option only displays when you don't use OnePop screen.

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