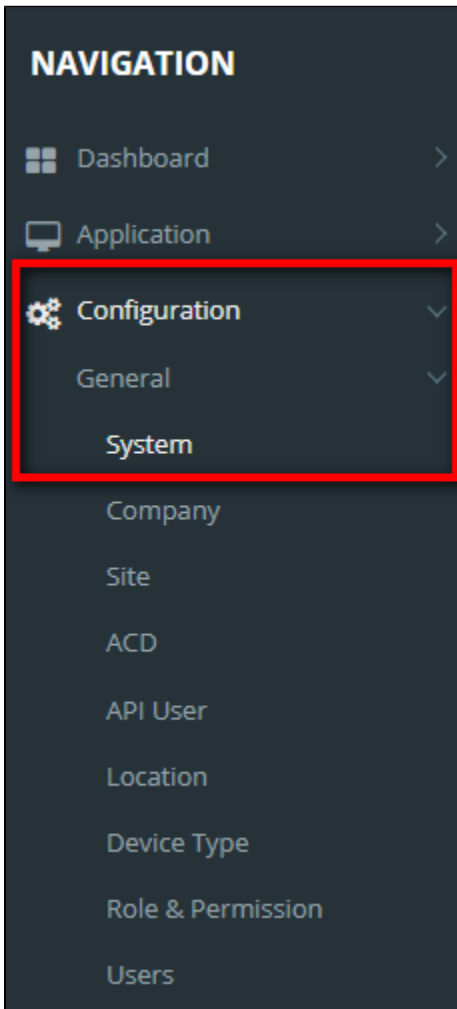


How to manage System at General Configuration

In this System screen, you can configure Common, Jobs, Features, Diagnostic & Arlet, SMTP Server and AMQP.

Step-by-step guide

1. Go to Linkscope Web application and if you're not already signed in, select **Sign in**.
2. From the Linkscope Web application, you click to **Configuration ? General ? System** at the menu.



Common Configuration

Navigate to the **Common** tab, enter your information into the fields. Then click **Save Configuration** button.

CommonJobsFeaturesDiagnostic & AlertSMTP ServerAMQPLicense InfoContact info

Date Format

YYYY/MM/DD

Culture Information

English

Working Hour Start

00:00

Working Hour End

23:59

Web Notifier Min Version

Web App URL

https://labvn68.primas.net:7443/LinkScopeWeb

Reporting Services Host

http://192.168.1.68/ReportServer

LinkScope IVR URL

http://192.168.1.111/place_call.php

Asterisk Status URL

http://192.168.1.111/performance/api.php

Textbot URL

https://labvn71.primas.net:7443/verifybot/api/replymessage

Site Number Prefix

7142747475

Technical Contact Email

Contact Center Default Number

7142747475

Contact Center Caller Name

Company Logo

Select files...

PRIMAS

Save Configuration

Jobs Configuration

Navigate to the **Jobs** tab, enter your information into the fields. Then click the **Save Configuration** button.

General Configuration

CommonJobsFeaturesDiagnostic & AlertSMTP ServerAMQPLicense InfoContact info

Read Configuration Interval (second)

10

Database

Days of Call data

7

Days of IVR data

7

Days of Report data

365

Days of FCR data

7

Days of Contact Message data

14

DB Max Size For Trimming (MB)

365

Time Keep Data When Transferring

45

Web App

Web Notification Update Interval (second)

30

FreedomQ Dashboard Update Interval (second)

4

QueueInfo/Agent Dashboard Update Interval (second)

3

Performance Info Update Interval (second)

1

Agent Dashboard Call Progress Update Interval (second)

0

Remoting Service

Request Agent State Interval (second)

10

Request Agent Statistic Interval (second)

10

Request Queue Statistic Interval (second)

6

Save Configuration

Set Features Configuration

Navigate to the **Features** tab, you can configure to General Feature, GamePop, Chatbot, and OmniCX. You enter your information into the fields. Then click the **Save Configuration** button.

- General Feature

General Configuration

Common

Jobs

Features

Diagnostic & Alert

SMTP Server

AMQP

License Info

Contact info

General

Game Pop

Chatbot

OmniCX

Send Queue Info To Notifier



Save Email Content



Enable Abandon Feature



Enable FCR Feature



Enable Disconnect Callback Feature



Request Queue Info From ACD



Request Agent State From ACD



Integrate Asterisk Agent/Queue



Auto Add Extension



Auto Add Hunt Group



Demo Mode



Save Configuration

- GamePop Feature

General Configuration

Common

Jobs

Features

Dagnostic & Alert

SMTP Server

AMQP

License Info

Contact info

General

Game Pop

Chatbot

OmniCX

Enable Game Pop

☒

Send Game Pop To All Agents

☒

Startup Position

Center ▾

Game Pop Height

500

▲▼

Game Pop Width

500

▲▼

Game Pop URL

https://labvn68.primas.net:7443/LinkScopeWeb/PCS/PCSReportResult

Game Pop Title

Game Result

Save Configuration

- Chatbot Feature

General Configuration

Common

Jobs

Features

Dagnostic & Alert

SMTP Server

AMQP

License Info

Contact info

General

Game Pop

Chatbot

OmniCX

Microsoft App ID

8379456d-438d-48d8-84ef-636b88051a22

Microsoft App Password

WZbZRp9-.Ax.pf9ZKU2YFVt-.bEV-o287I

Facebook App ID

523446898284718

Facebook App Secret

Facebook API

https://graph.facebook.com/v4.0

Save Configuration

- OmniCX Feature

General Configuration

Common

Jobs

Features

Diagnostic & Alert

SMTP Server

AMQP

License Info

Contact info

General

Game Pop

Chatbot

OmniCX

SIP RTC configuration

SIP RTC Server Address

labvn68.primas.net

SIP RTC Port

8089

SIP RTC User ID

1060

SIP RTC Password

1060

SIP RTC Phone Number

7142747475

SIP RTC Display Name

WebRTC Client

WebRTC for Call Control

Enable WebRTC

☒

Save Configuration

Diagnostic & Arlet

Navigate to the **Diagnostic & Arlet** tab, enter your information into the fields. Then click the **Save Configuration** button.

General Configuration

Common

Jobs

Features

Diagnostic & Alert

SMTP Server

AMQP

License Info

Contact info

High CPU Usage (%)

95

▲▼

High RAM Usage (%)

95

▲▼

Low Free Space (GB)

0

To

2

Avg CTI Delay Acceptable

3

▲▼

Max CTI Delay Acceptable

5

▲▼

CTI Delay Threshold To Restart

50

▲▼

CTI Missing Acceptable

0

▲▼

CTI Checking Duration (min)

30

▲▼

Monitored Services

RabbitMQ ×

Remoting Service ×

TSAPI Connector ×

Web API ×

Polling Service ×

Email Scanner ×

IISADMIN ×

Outbound Campaign Service ×

Scheduler Service ×

Send Alerts For

Service Stop & Recovered Successfully ×

Service Stop & Couldn't Restart ×

Service Not Installed ×

CTI Connection ×

Database Connection ×

Performance ×

Save Configuration

SMTP Server

Navigate to the **SMTP Server** tab, enter your information into the fields. Then click the **Save Configuration** button.

General Configuration

Common Jobs Features Diagnostic & Alert **SMTP Server** AMQP License Info Contact info

SMTP Host

Port

User Name

Password

From Email Address

To Email Address

Enable SSL ☒

Save Configuration

Send Test Email

Click **Send Test Email**, check the mail sent to your email address. After you enter fully the information's SMTP Server.

AMQP

Navigate to the **AMQP** tab, enter your information into the fields. Then click the **Save Configuration** button.

General Configuration

Common Jobs Features Diagnostic & Alert SMTP Server **AMQP** License Info Contact info

Host

Port

User

Password

Save Configuration

License Info

Navigate to the **License Info** tab, enter the **password** into the fields. Then click the **Show** button.

General Configuration

Common Jobs Features Diagnostic & Alert SMTP Server AMQP **License Info** Contact info

Please enter the password to show license info

.....

Show

If you enter the correct password, the system shows this configuration to you.

You enter your information into the fields. Then click the **Save Configuration** button.

General Configuration

[Common](#)[Jobs](#)[Features](#)[Diagnostic & Alert](#)[SMTP Server](#)[AMQP](#)[License Info](#)[Contact info](#)

Licensed agents



Maintenance expiration date

Save Configuration

Contact info

Navigate to the **Contact info** tab, enter your information into the fields. Then click the **Save Configuration** button.

General Configuration

[Common](#)[Jobs](#)[Features](#)[Diagnostic & Alert](#)[SMTP Server](#)[AMQP](#)[License Info](#)[Contact info](#)

Organization Contact Info

Organization Name

Phone Number

Email Address

Address

Country

Primas Support

Email Address

Phone Number

Save Configuration

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](#)