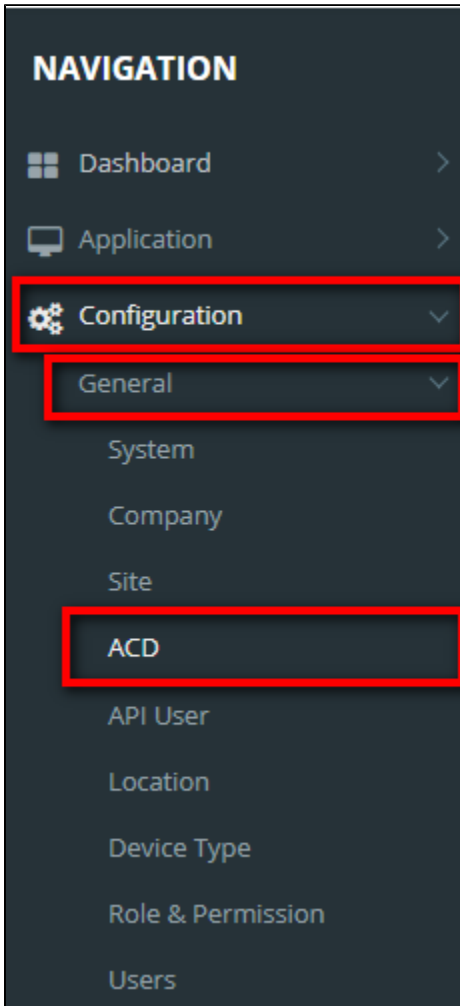# How to manage ACD at General Configuration

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 ? General ? ACD** at the menu.
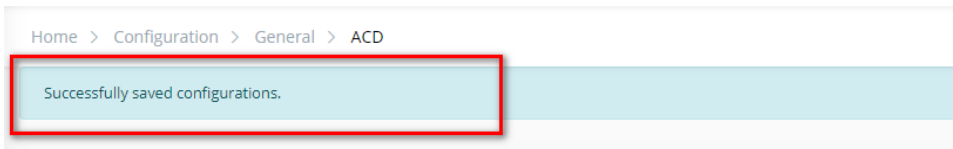

ADD NEW AN ACD

1. Click [Add ACD] button, the **Add** popup is displayed.

2. At the **Add** popup, enter your **ACD Name** and select **Site Name** into the textbox. Then click the **Update** button.

If the system shows this message, you created successfully an ACD.

Home > Configuration > General > ACD

Successfully saved configurations.

EDIT AN ACD

1. On **ACD List** table, select any row you want to edit the ACD name.

ACD ID	ACD Name	Site Name	Date Updated	
24	ACDPrimas	LS	08/19/2019 15:05:05 PM	✏ 🗑

|◄ ◄ 1 **2** ► ►| 5 ▼ items per page   6 - 6 of 6 items

2. Click ✏ button on that row. The **Edit** popup is displayed.

3. At **Edit** popup, modify your new **ACD Name** and select new **Site Name** into the textbox**.** Then click the **Update** button.
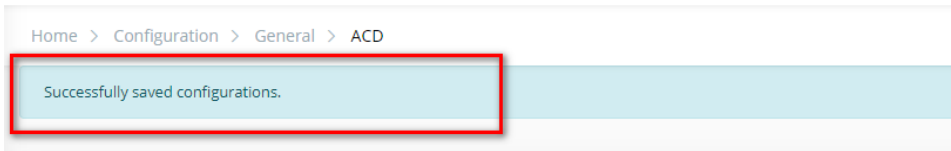
If the system shows this message, you edited successfully an ACD.

DELETE AN ACD

1. On **ACD List** table, select any row you want to delete the ACD name.

2. Click button on that row.

3. There're alert displays after you click to this button. Select **OK**.
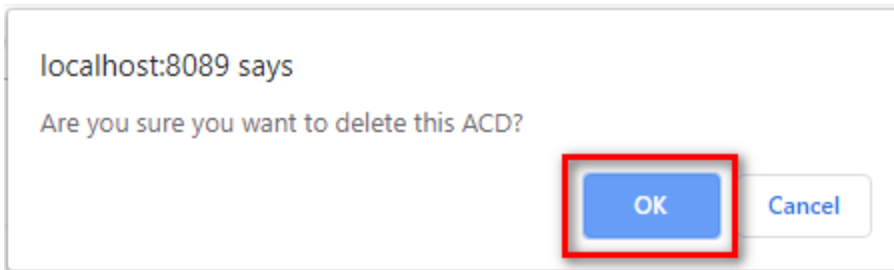
If the system shows this message, you deleted successfully an ACD.

SEARCH AN ACD

On the **ACD List** table. You can search for an ACD by searching the **ACD Name** or **Site Name** field.

1. *Search by the **ACD Name** field:*

2. *Search by the **Site Name** field:*

ACD ID	ACD Name	Site Name	Date Updated		
		LS			
1	ACD1	LS	12/14/2017 17:29:28 PM	✎	🗑
25	ACD2	LS	08/19/2019 17:05:18 PM	✎	🗑

|◄ ◄ **1** ► ►| 20 ▼ items per page   1 - 2 of 2 items

> ⓘ **Note:**
>
> For better searching, you can fill both give field: ACD Name, Site Name.

IMPORT FROM/ EXPORT TO AN EXCEL FILE
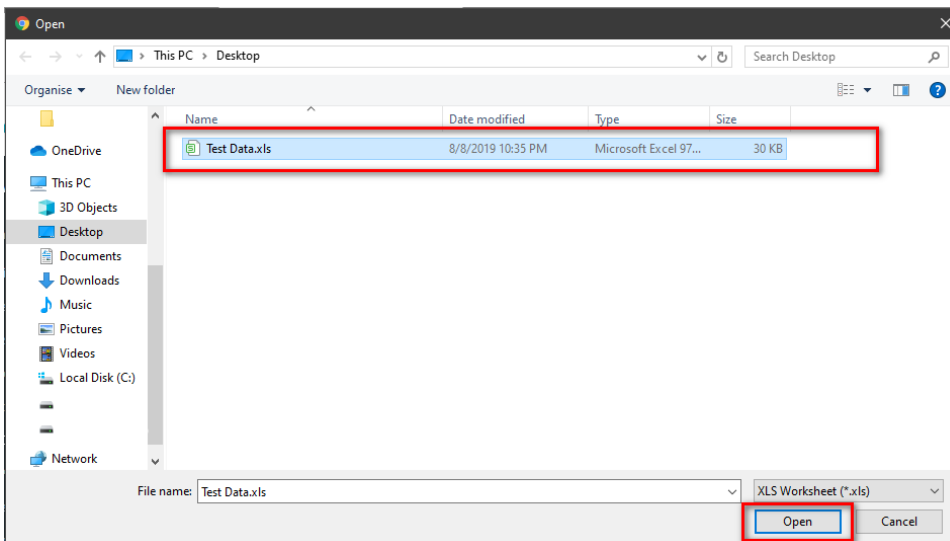
- **To import data from excel file:**

1. At select file (.xls) label, click **Select files** button.

Select file (.xls)

| Select files... | |

[Import] [Export excel]

2. Select an excel file that you want to import and click **Open** button.

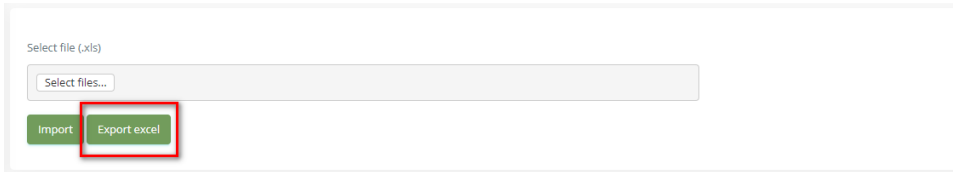3. Click the **Import** button.

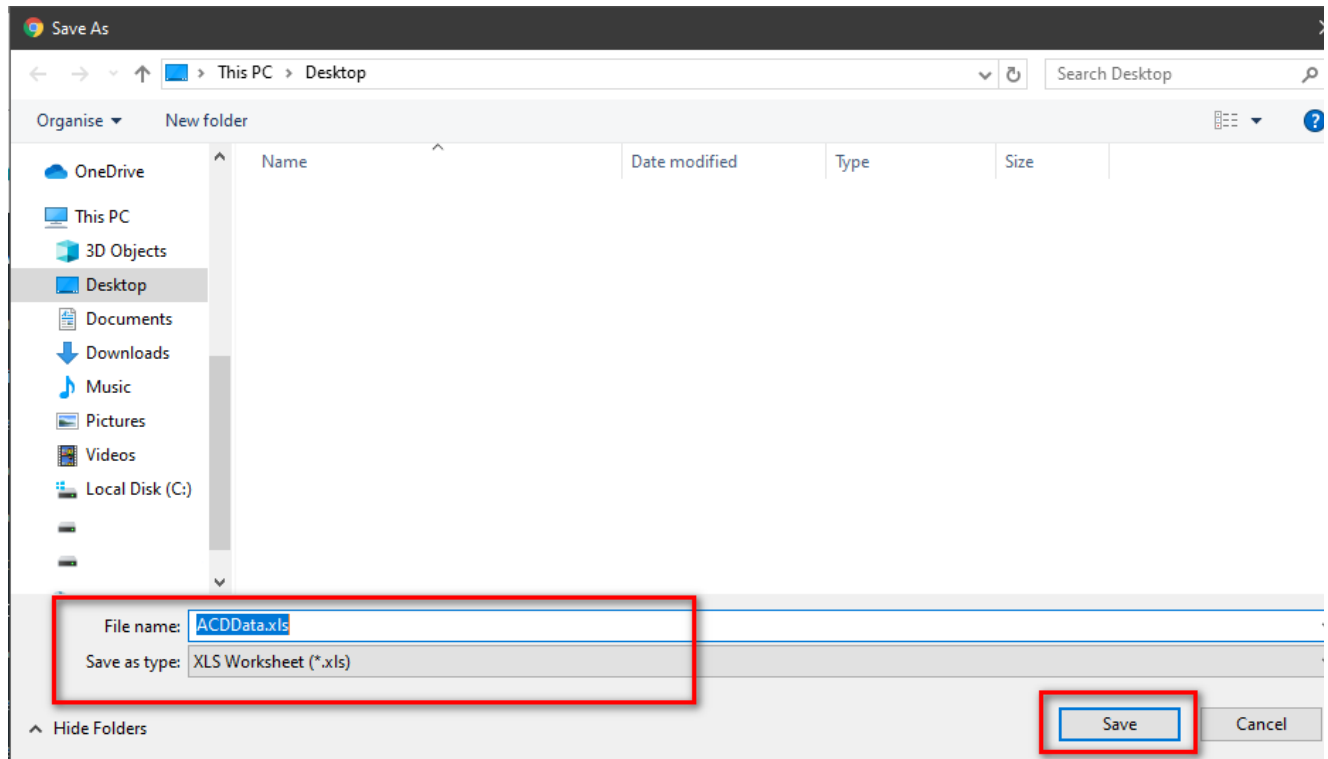Select file (.xls)

| Select files... |
| ⊞ Test Data.xls | ✕ |

[**Import**] [Export excel]

- **To export data from excel file:**

1. On the page below, click the **Export Excel** button.

Select file (.xls)

Select files...

Import Export excel

2. Check the **File Name** (default page name), **Save as type (*XLS file)**. Then click **Save** button.

Save As

This PC > Desktop

Organise ▾   New folder

Name   Date modified   Type   Size

OneDrive
This PC
3D Objects
Desktop
Documents
Downloads
Music
Pictures
Videos
Local Disk (C:)

File name: ACDData.xls

Save as type: XLS Worksheet (*.xls)

Hide Folders   Save   Cancel

ⓘ

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