

# How to enable/disable the prescreen feature

## Step-by-step guide

In order to enable/disable the prescreen feature, you go to Home > Configuration > FreedomQ > FQ Config page:

1. If you want to enable/disable prescreen 1, please check/uncheck to **Offer Prescreen 1** and click **Save Configuration**.

Home > Configuration > FreedomQ > FQ Config

### FQ Config

[Add FQ Config](#)

FQ ID	Original VDN	FQ Name	Normal FQ	Priority FQ	Language	Offer Prescreen 2	
1	20031	20031	20031	20031	English	✓	<a href="#">Edit</a> <a href="#">Delete</a>
2	20032	20012	20032	20032	English		<a href="#">Edit</a> <a href="#">Delete</a>
3	20033	20033	20033	20033	English		<a href="#">Edit</a> <a href="#">Delete</a>
5	20035	20035	20035	20036	English	✓	<a href="#">Edit</a> <a href="#">Delete</a>
6	20071	20071	20071	20071	Thai		<a href="#">Edit</a> <a href="#">Delete</a>
11	20034	20034	20034	20034	English	✓	<a href="#">Edit</a> <a href="#">Delete</a>
17	30000	30000	30000	30000	English	✓	<a href="#">Edit</a> <a href="#">Delete</a>

1 - 7 of 7 items

### Configuration

One CallBack at a time? ☐

CallBack on EWT? ☒

**Offer Prescreen 1** ☒

[Save Configuration](#) [Download Routing](#)

Select file (.xls)

[Select files...](#)

[Import](#) [Export excel](#)

2. If you want to enable/disable prescreen 2, please click to edit button of the queue that you need to config.

Home > Configuration > FreedomQ > FQ Config

### FQ Config

[Add FQ Config](#)

FQ ID	Original VDN	FQ Name	Normal FQ	Priority FQ	Language	Offer Prescreen 2	
1	20031	20031	20031	20031	English	✓	
2	20032	20012	20032	20032	English		
3	20033	20033	20033	20033	English		
5	20035	20035	20035	20036	English	✓	
6	20071	20071	20071	20071	Thai		
11	20034	20034	20034	20034	English	✓	
17	30000	30000	30000	30000	English	✓	

1 - 7 of 7 items

At pop up, please check/uncheck to **Offer Prescreen 2** and click **Update**

FQ Name	Normal FQ	Priority FQ
200		
200		
200		
200		
200		
200		
300		

Edit

Original VDN

20031

\*

FQ Name

20031

\*

Normal FQ

20031

\*

Priority FQ

20031

\*

Language

English

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Offer Prescreen 2

☒

Update

Cancel



## 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](#)