Agent Profile
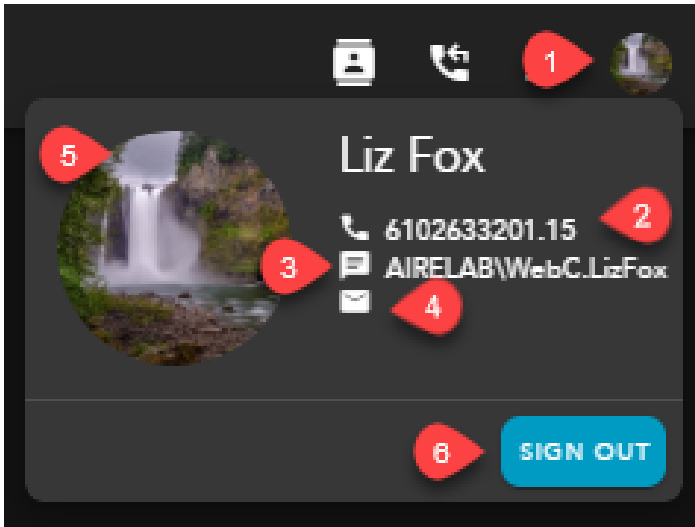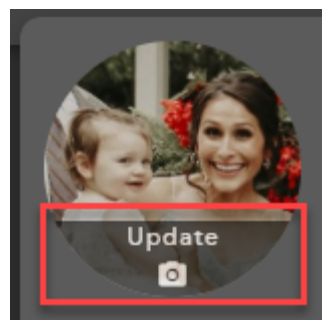
- Overview
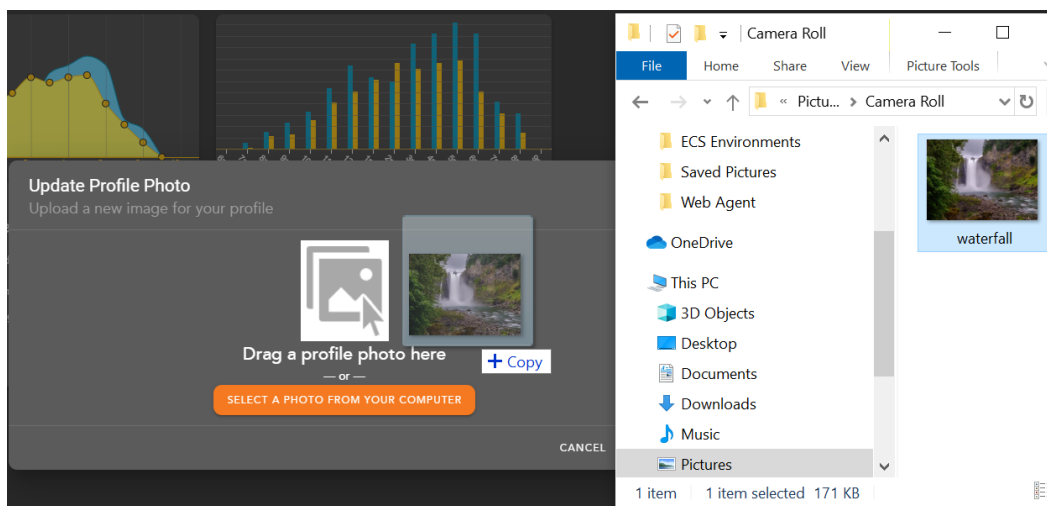- Adding an Agent Avatar

Overview

1. **Agent Profile Icon** - access to agents information, avatar upload and Sign Out
2. **Agent End Point** - agents end point - HPBX Phone or Private Phone. HPBX phone would be a physical handset or soft phone client like UC One. Private Phone would indicate that you are currently forwarding all numbers to a private phone, i.e cellphone
3. **Agent Username**
4. **Email** - agent email address if added to the Setup client
5. **Agent Avatar** - provides the ability to upload a unique image or logo for the agents avatar. If no image is uploaded it will display the agents initials or name
   a. **Supported image file types** - *.jpg *.gif *.bmp *.png *.svg.
   b. **Supported file size** - up to 1024 Kb
6. **Sign Out** - sign out of the application
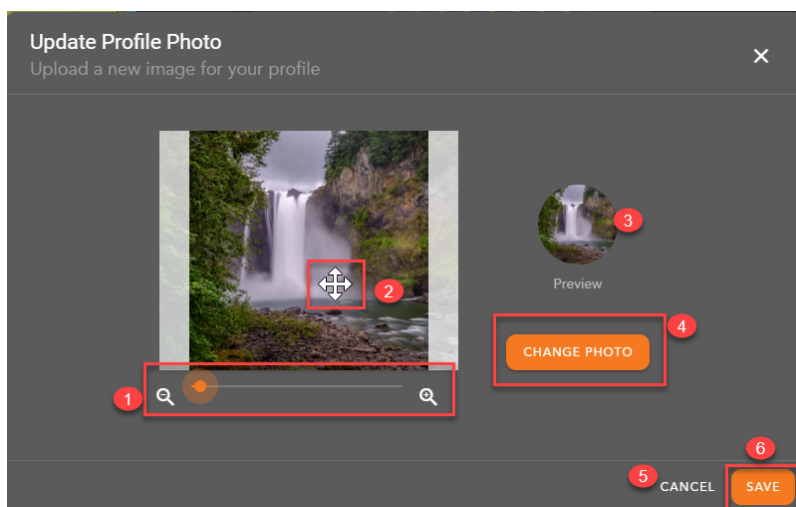
Adding an Agent Avatar

Hover our the agent avatar and select update,

The Update Profile Picture window will open. You can drag a photo into the window or search for and add a picture from your computer.

Once a photo has been selected, you can update your photo.

1. Minimize or Maximize the photo
2. Drag the photo for desired placement
3. Preview of agent avatar and profile picture
4. Change the photo to a different photo
5. Cancel changes to keep current avatar photo
6. Save changes to update avatar photo

Saved changes will update Agent Profile picture and Avatar.

Liz Fox

📞 6102633201.15
💬 AIRELAB\WebC.LizFox
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SIGN OUT