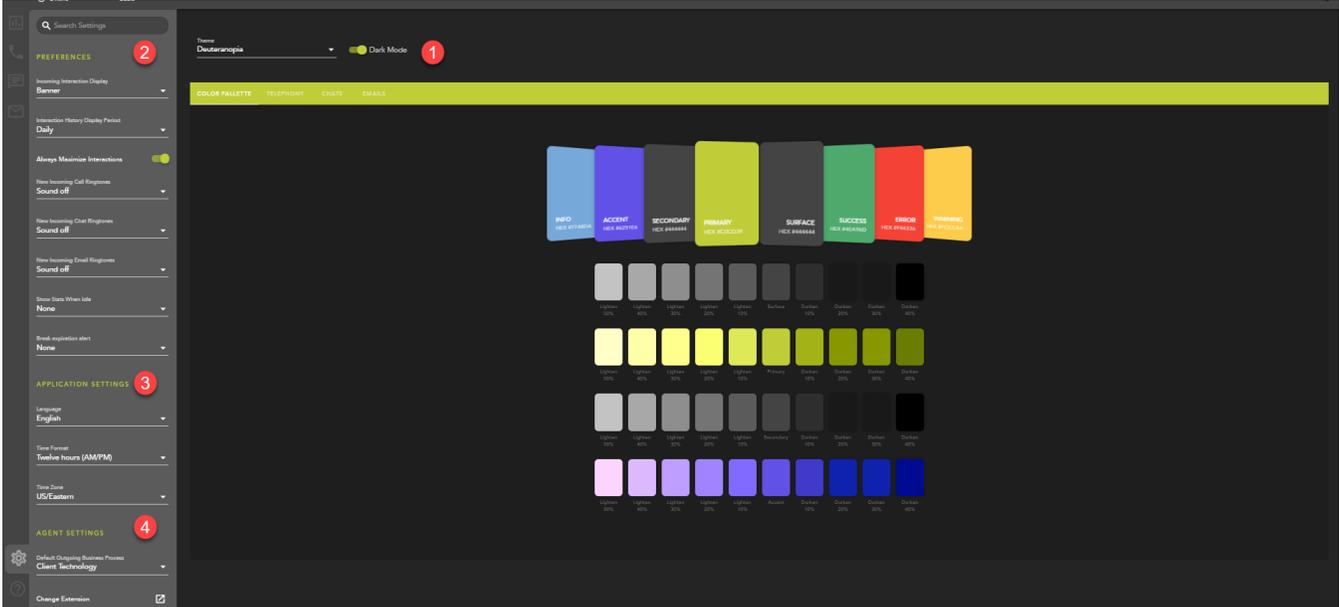


Settings

- Overview

Overview



1. **Theme:** choose from multiple colored themes for the application, as well as the dark or light mode of the theme
2. **Preferences:**
 - a. **Incoming Interaction Display:** choose how to display and alert the agent of an incoming interaction: Banner, Panel or both Banner and Panel
 - b. **Interaction History Display period:** choose how long to display your historical interactions: Daily, Weekly, or Monthly. After selected period of time the interactions will be removed from your historical interaction display
 - c. **Always Maximize Interactions:** when enabled, an accepted interaction will automatically open in the maximized view
 - d. **New Incoming Call, Chat and Email Ringtones:** choose a ring tone to differentiate between the different media types offered to an agent. Selecting a ring tone is optional.
 - e. **Show Stats when Idle:** select between None, 10 seconds, 30 seconds, 1 minute or 5 minutes. If the agent sits idle on the main interaction window, it will default back to the Agent Intelligence Center after the select time period.
 - f. **Break Expiration Alert:** select between None, 10 seconds, 30 seconds, 1 minute or 5 minutes. If an agent is on break and it has an expiration, this will alert the agent when the break expiration is approaching.
3. **Application Settings:**
 - a. **Language** - default language of application upon login
 - b. **Time Format:**
 - i. Twelve Hours (AM/PM)
 - ii. Twenty-four hours (00:00)
 - c. **Time Zone** - default time zone for application
4. **Agent Settings:**
 - a. **Default Outgoing Business Process** - Any outgoing call or chat requires a Business Process for caller-ID purposes. By default the Business Process chosen is the based on alphabetical order. If never changed, this BP will always be the caller-ID outpulsed when making an outgoing chat or call. Selecting from the drop down will allow the agent to change which BP caller-ID they wish to outpulse. This change will be saved and remain the default until changed.
 - b. **Change Extension** -
 - i. Default - the default extension is configured in the setup client and will be the default end point used when logging into the application
 - ii. Private Phone - private phone options are configured in the setup client by a supervisor or admin. If configured, this option to change your application end point to a private phone will be available, with the pre-configured numbers to choose from.
 - iii. Custom - enter in a ten digit DID to route calls. This can be used if you need to work from home and need to route calls to your cell phone for the day.