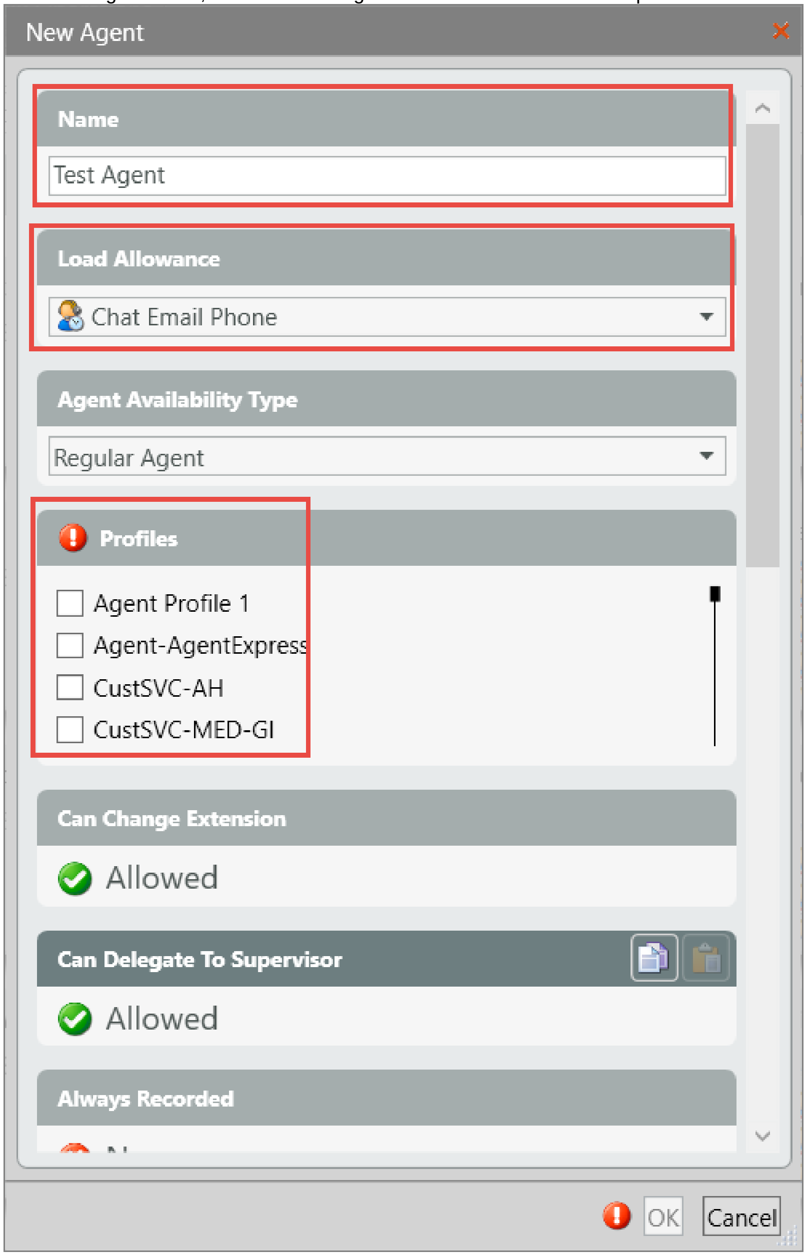
ECS Setup: Adding an ECS Agent

Product Category	Evolve Contact Suite
Product Family	Agent
Trouble Type	Adding an Agent
Support Tier	Triage
Last Updated	07/19/2018

Step-by-step guide

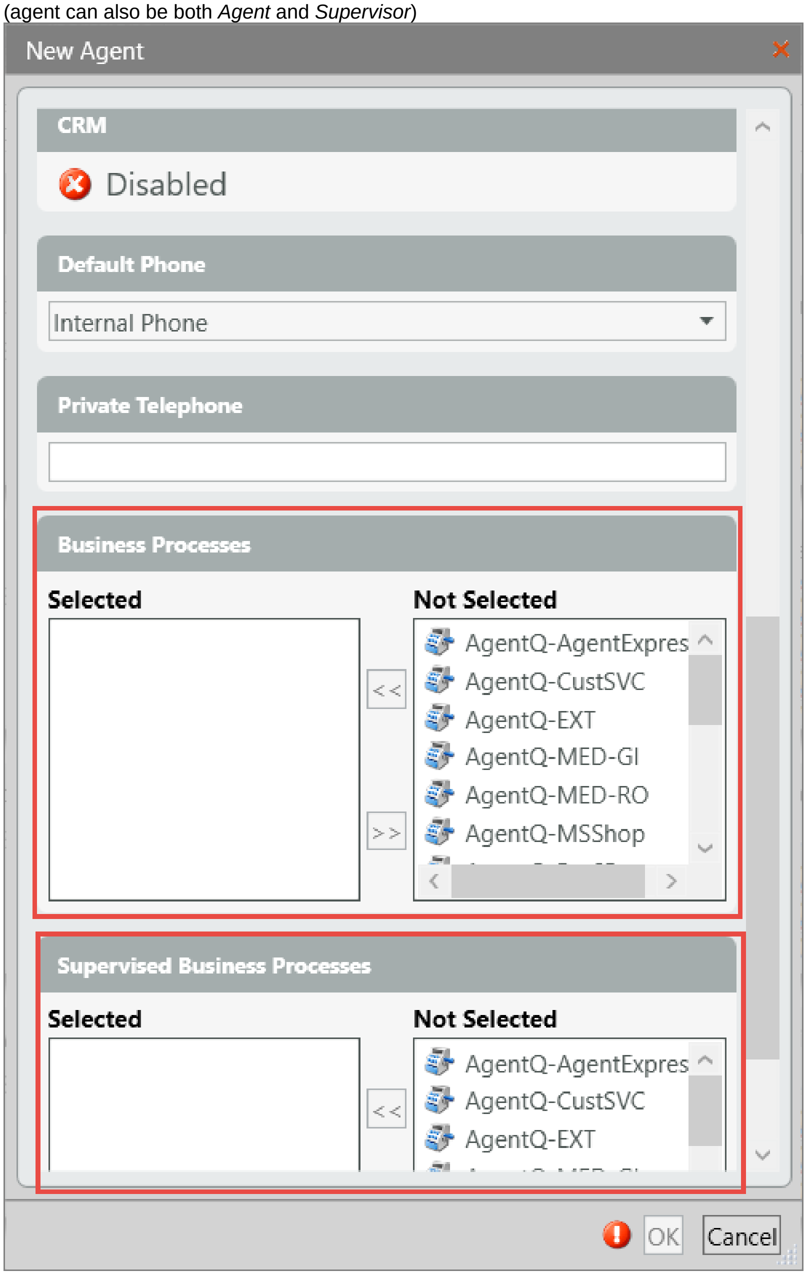
1. Access customer's Setup
2. Navigate to *Staff* through the subsystem and click on *Add* icon or New Agent

3. After clicking Add icon, fillin/check the agent info based on customer request



4. Scroll to the buttom to continue the agent portion
   If the agent is a regular agent then select their BP and move to the Select

if the agent is a supervisor then select Supervised BP and move it to Selected
(agent can also be both *Agent* and *Supervisor*)



5. Once complete click *OK* and deploy
6. After deploying the agent's name will be configured
7. Click on the agent *account name* and copy their name
8. Last step would be to activate the agent