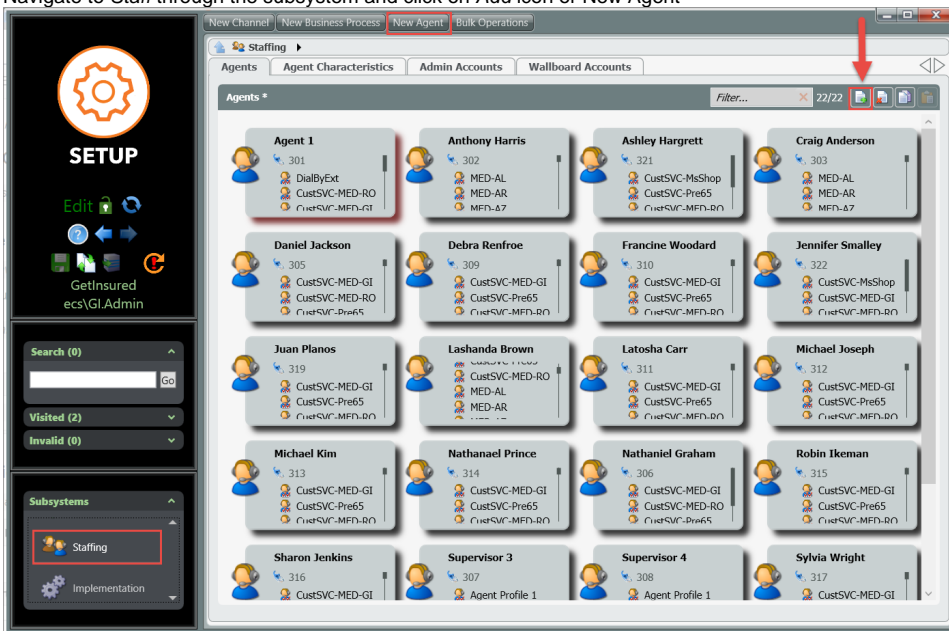


ECS Setup: Adding an ECS Agent

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

New Agent

Name
Test Agent

Load Allowance
Chat Email Phone

Agent Availability Type
Regular Agent

Profiles

- Agent Profile 1
- Agent-AgentExpress
- CustSVC-AH
- CustSVC-MED-GI

Can Change Extension
Allowed

Can Delegate To Supervisor
Allowed

Always Recorded

OK Cancel

4. Scroll to the bottom 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*)

The screenshot shows the 'New Agent' configuration window. The 'CRM' section is marked as 'Disabled'. The 'Default Phone' is set to 'Internal Phone'. The 'Business Processes' section is highlighted with a red box and contains two columns: 'Selected' (empty) and 'Not Selected' (containing a list of business processes). The 'Supervised Business Processes' section is also highlighted with a red box and contains two columns: 'Selected' (empty) and 'Not Selected' (containing a list of supervised business processes). The 'Not Selected' columns in both sections contain the following items: AgentQ-AgentExpres, AgentQ-CustSVC, AgentQ-EXT, AgentQ-MED-GI, AgentQ-MED-RO, and AgentQ-MSShop. At the bottom, there are 'OK' and 'Cancel' buttons.

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](#)

