

ECS Agent - Identifying Agent IDs for Verint Monet

For those ECS customers using Verint Monet WFM for forecasting and scheduling agents, here are the steps needed to identify the Agent IDs for any new agents to be added to Verint Monet.

1. Navigate to <https://ecs-apps.voip.evolveip.net/API/test.html>
2. Enter your ECS username, password, and your Organization's abbreviation. The Organization abbreviation is the **[ORG]** portion of the ECS username which follows the format of **ECS[ORG].[USER]**
3. Hit the **Login** button
4. Navigate to the bottom of the screen and confirm it states "**Success**" at the very bottom
5. Open up the **Reference Data** section
6. Hit the **Get All Agents** button
7. At the bottom of the screen, all the agents and their IDs will be listed
8. All the information displayed can be copied and pasted to Excel or any other application