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.



- Minimize or Maximize the photo
 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.

