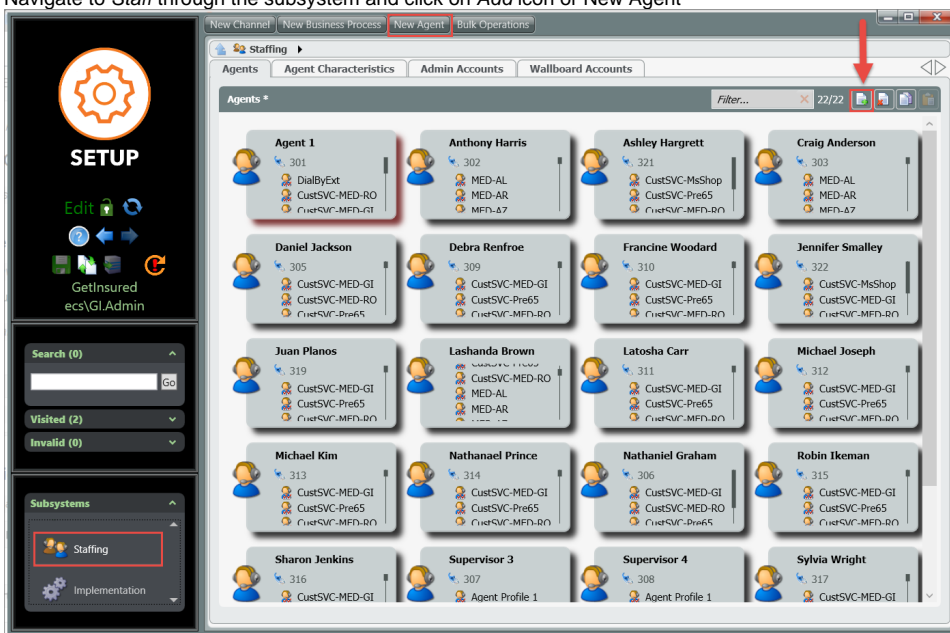


ECS Setup: Adding an ECS Agent

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*)

New Agent

CRM

❌ Disabled

Default Phone

Internal Phone

Private Telephone

Business Processes

Selected

Not Selected

- AgentQ-AgentExpres
- AgentQ-CustSVC
- AgentQ-EXT
- AgentQ-MED-GI
- AgentQ-MED-RO
- AgentQ-MSShop

Supervised Business Processes

Selected

Not Selected

- AgentQ-AgentExpres
- AgentQ-CustSVC
- AgentQ-EXT

❌ OK Cancel

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](#)

