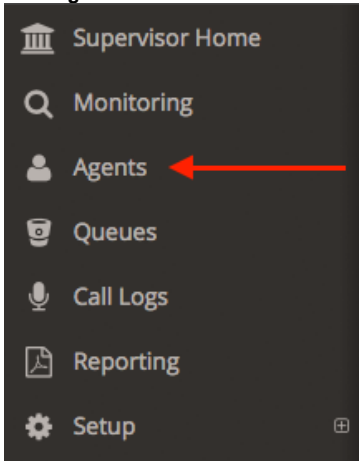


Adding Agents

Adding Agents can be performed by users with Manager or Supervisor level access:

1. Using the Flow domain provided, access the interface with manager credentials.
2. Click **Agents** in the left-hand menu.



3. In the *Agent List* view, click **+New** located at the bottom left of the Agent List.
4. A photo of the agent can be added by clicking on the generic photo. This can be done from a mobile device with a camera, as well.

A screenshot of the Agent profile form. On the left, there is a 'Photo' section with a generic placeholder image (a grey silhouette with a question mark) enclosed in a red rectangular box. To the right of the photo, the 'Status' section is visible, containing fields for 'Logged in extension: -', 'Current status: ● -', and 'Today: - Month: - Lifetime: -'.

5. With the **Team** drop-down menu, the agent can optionally be added to a specific Team.
6. In the **Agent ID** field, give the Agent a unique numeric Agent ID. It is recommended that this be a four digit number between 1000 and 9999. The Agent will use this ID as their username when accessing the Flow Agent Dashboard. The next available Agent ID will be automatically filled in.
7. In the **Password** field, assign the Agent a password. The Agent will use this password to access the Flow Agent Dashboard. An alphanumeric password of 8 or more characters is highly recommended.
8. In the following three fields enter the Agent's **First Name**, **Last Name** and an **Email** in the fields provided.
9. Under **Integrations** you can enable the Screen Pop feature by checking the box. Screen Pops allow for visual information from the call to be displayed to the agent if the queue the call is coming from has been enabled to send screen pop information.

Integrations

☐ Enable Screen Pop

10. Under **Agent Skill Proficiency** is a list of all skills that have been added to the interface (*these will differ from what is shown below*). Use the drop-down list next to each to select the Agent's proficiency level in that skill. 9 is the highest proficiency for a skill and 1 is the lowest. A proficiency skill of 0 indicates that the skill does not apply to the agent or they do not possess the skill.

Agent Skill Proficiency

A screenshot of the Agent Skill Proficiency section. It displays four dropdown menus arranged in two rows. The first row contains 'Support' and 'Accounting', both set to '0'. The second row contains 'Spanish' and 'Sales', both set to '0'. Each dropdown menu has a blue arrow icon next to the selected value.

11. Under **Eligible Queue Membership** enable the Agent to accept calls from a given Queue by checking the box next to each Queue name.
12. Click the Save button to add the new Agent to the account.

Related articles

- [Adding Agents](#)
- [Updating a Agent Password](#)
- [Creating a Queue](#)
- [Setting up Phone Numbers](#)
- [Adding Users](#)