


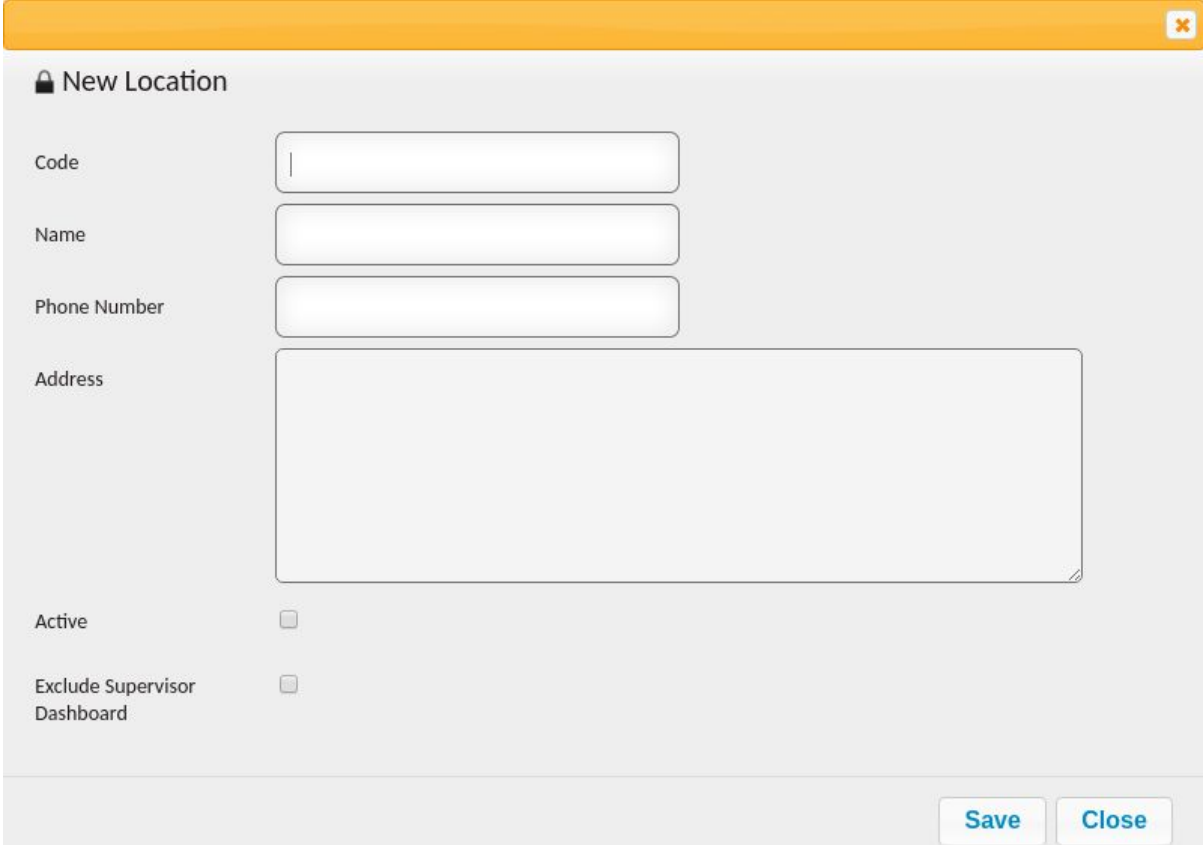
## **Location**



Location is used to separate call center operations, using the same tenant. If a location is created and assigned to a queue, only supervisors from that specified location will have access to call records based on their queues assigned location. Typically used to help filter large amounts of call records based on location. It can also be used for outsourcers to separate client records.

## Creating a Location

1. Click the new button,  , in the top right corner of the screen. The following pop-up screen will appear, as shown below:




The screenshot shows a pop-up window titled "New Location" with a close button in the top right corner. The form contains the following fields and options:

- Code: A text input field.
- Name: A text input field.
- Phone Number: A text input field.
- Address: A large text area.
- Active: A checkbox.
- Exclude Supervisor Dashboard: A checkbox.

At the bottom right of the form are two buttons: "Save" and "Close".

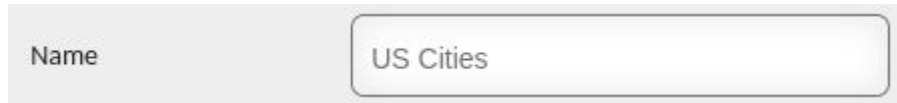
2. Click the “Code” input box, type the desired code an example is shown below:



A close-up of the "Code" input field showing the text "USA" entered.

*Note: Codes can be numbers or words. Once created, they can be inputted in a queue (See Queues Section for more information).*

3. Click the “Name” input box, type the desired name an example is shown below:

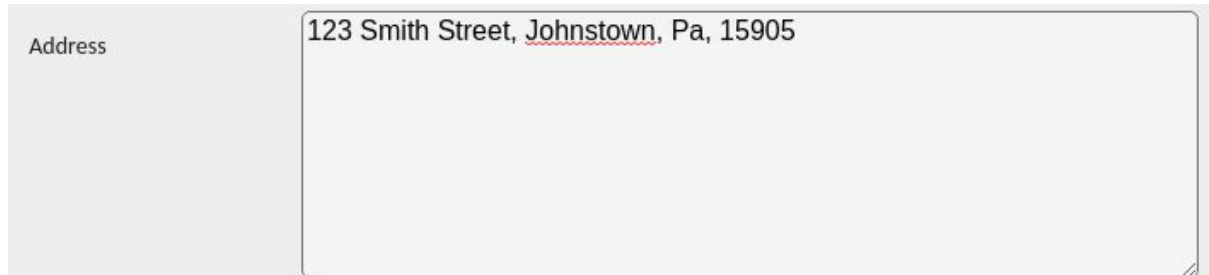
A screenshot of a form with a label "Name" on the left and a text input box on the right containing the text "US Cities".

4. Click the “Phone Number” input box, type the phone number an example is shown below:

A screenshot of a form with a label "Phone Number" on the left and a text input box on the right containing the text "+18000000000".

*Note: Phone numbers can be added to generate more information based on the location. For example, if a location is based on a specified call center operation, the phone number of the operation can be inputted here.*

5. Click the “Address” input box, type the address an example is shown below:


A screenshot of a form with a label "Address" on the left and a large text input box on the right containing the text "123 Smith Street, Johnstown, Pa, 15905".

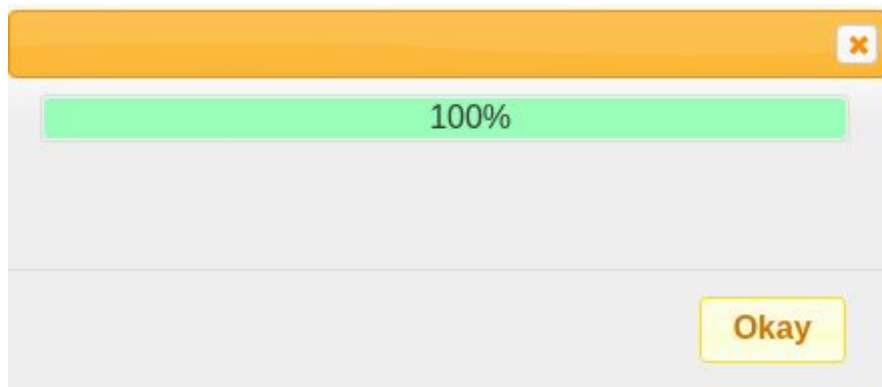
*Note: Addresses can be added to generate more information based on the location. For example, if a location is based on a specified call center operation, the address of the operation can be inputted here.*


6. After the “Address” input box, there are two checkboxes, select those that apply.

Explanations are given below:

Active	For the location code to be used within a queue, the active checkbox needs to be selected.
Exclude Supervisor Dashboard	If the Exclude Supervisor Dashboard checkbox is selected, the supervisor will not be able to view the quality control records from this location.



7. After all location additions have been made, click the save button,  , the following pop-up window will be displayed:

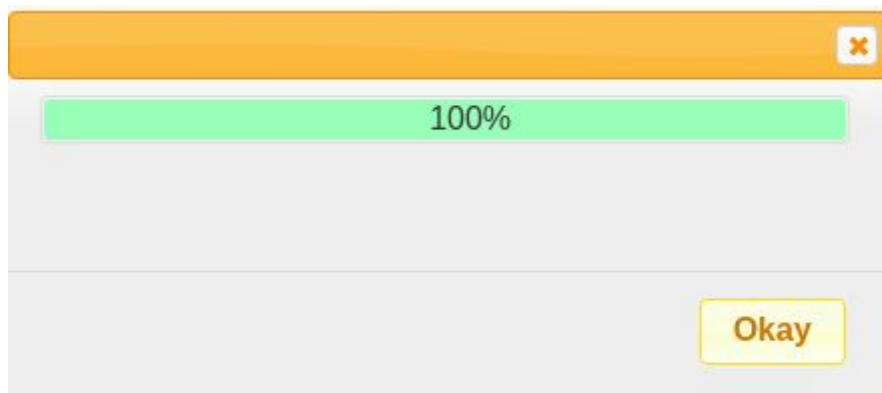


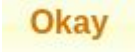
8. Click the Okay button,  , the created queue group name will appear in the queue group name list.

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## Editing a Location



1. Click the edit button, , located to the right of the Exclude Supervisor Dashboard column.
2. Makes changes as desired
3. After all the desired changes are made, click the save button, , the following pop-up window will be displayed:



4. Click the Okay button, .

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## Deleting a Location



1. From the Location name list, click the delete button, , to the right of the edit button, . When the delete button is clicked the following pop-up will appear:

demo.callcenterstudio.com says

USA Location will be deleted permanently. Do you want to continue?

Cancel

OK

- Selecting the cancel button, , will cancel the deletion.
- Selecting the OK button, , will confirm the deletion.

2. Confirm the deletion by clicking the OK button, .

*The screen will reload, and the deleted location will not be shown.*

## **Searching for a Location**

1. Click the “Name” input box, type the Location name as shown below:

A screenshot of a web interface showing a search input field. The field is a light gray rectangle with the word "Name" in a light gray font on the left. To the right of "Name" is a white input box with a thin gray border containing the text "USA".

*Note: Partial names can be used, when spelled correctly.*