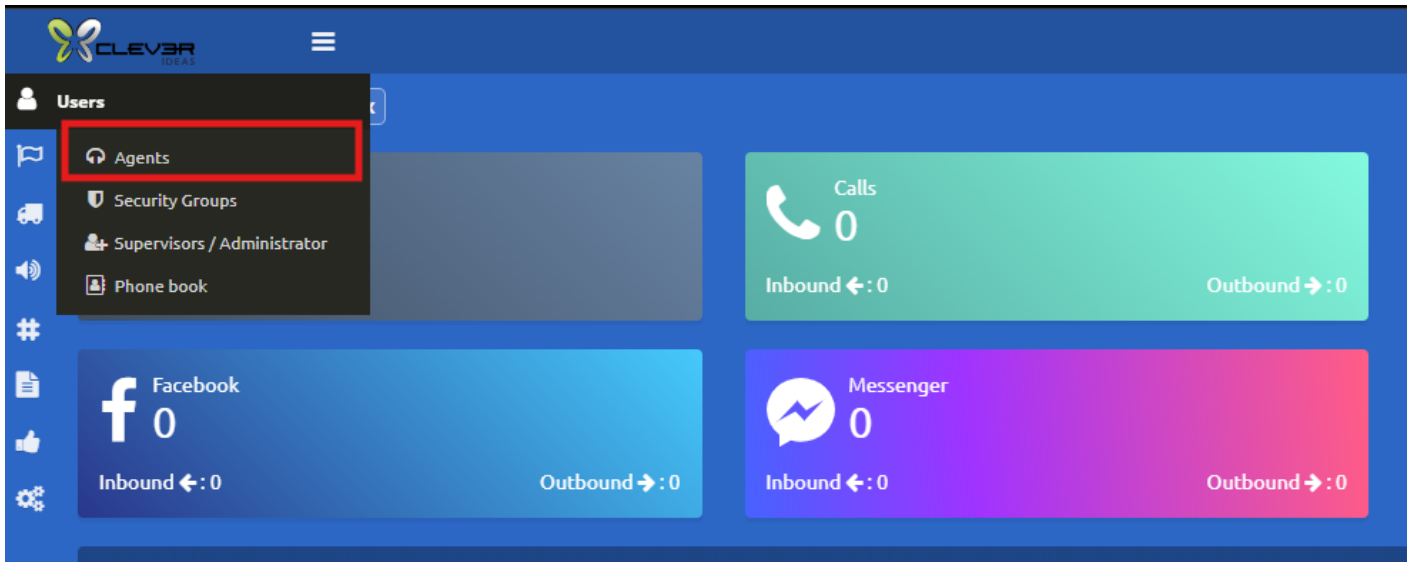


How to Create a New Agent

Follow these steps to create and configure a new agent in the system:

1. Go to the main navigation bar, select the **Users** option, and then click on **Agents**.



2. Fill in the Agent Information the Agents section will open. Complete the form by providing the requested details for the new agent:

Agents

Username

Full Name

Phone

Password

agents

Email

Temporary account

Schedule Login

Enabled user

Upload image

en

alaw ulaw g729 h264 opus vp8 vp9

Administrative Supervisor

Batch upload

- **User Name:** Enter the username the agent will use to log into the system
- **Full Name:** Enter the agent's complete first and last name.
- **Phone:** Enter the agent's assigned extension. *(Note: Please verify that this extension is not already in use).*
- **Password:** Assign a temporary generic password (e.g.123456) The system will automatically prompt the user to change it upon their first login.
- **Email:** Enter the agent's email address (if applicable).
- **Temporary account:** Grants temporary access to uContact
- **Encodes check box:** Codecs used by the provider
- **Language:** Select the user's preferred language for the system interface
- **Supervisor:** Checking this option will grant the user full supervisor privileges within the system (Supervisor menu and spymode)
- **Administrative:** User with access to the supervisor menus and privileges but without a phone and spymode

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