# ECS Setup: Adding an ECS Agent
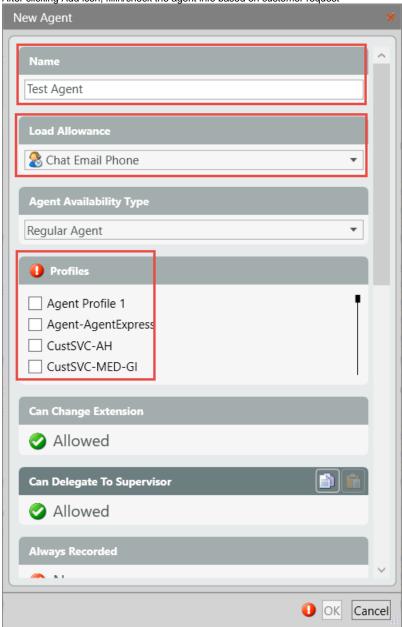
| Product Category | Evolve Contact Suite |
|---|---|
| Product Family | Agent |
| Trouble Type | Adding an Agent |
| Support Tier | Triage |
| Last Updated | 07/19/2018 |

## 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 buttom 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*)



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