

Setup

Installation

ProfACD is installed through Callisto's Open Application Manager. The installation and updating process for OAM applications is described in the chapter [Options](#) of the Callisto platform administration manual.

Privileges

The following application privileges can be assigned to a user for the ProfACD application. For setting user privileges, see the chapter [User administration](#) of the Callisto platform administration manual.

ACD	Provides access to the ACD tab.
Queues	Provides access to the Queues tab.
NonBusinessHours	Provides access to the Non-Business Hours tab.
Holidays	Provides access to the Holidays tab.
Reports	Provides access to the Reports tab.
Reports4Eyes	Provides access to the Reports tab, with the login of a second user required.
RepNumUnveiled	Shows phone numbers of agents and other callers unveiled in reports.

Access



Configure icon

Administrators can access the ProfACD configuration by navigating to System > Open Application Manager in the main menu. In the tab Applications, locate the ProfACD instance and click on the *Configure* icon.

Users who were granted privileges to access the ProfACD instance can do so by navigating to Applications in the main menu and clicking on the name of the ProfACD instance.