

Setup

Installation

ProfACD Viewer 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.

Pickup

Assigns privileges to agents to pick up calls from the queue.

AgentsStatus

Assigns privileges to the agents to change other agents' availability status.

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 Viewer instance and click on the *Configure* icon.

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