



Disabling a Contact Center

1. Open a new case in Salesforce for the contact center involved, and copy the email from Revenue & Collection or the LiveOps Account Manager into the case comments.
2. Disable all users: Go to User Accounts, Edit Users. Select all by clicking the checkbox next to Full Name.

Users: All

Search (Users in any group...) More options 189 Results Page: 1

[Add New User](#) [Send PostBox](#) [Edit Attribute...](#) [Modify User...](#) [Edit Data Access...](#) [LiveOps Multichannel...](#)

#	<input checked="" type="checkbox"/>	Full Name	Username	Chat Name	State	LiveOps Multichannel	Actions
1	<input checked="" type="checkbox"/>	Melanie T2 Henson	71585	71585 (Melanie) T2	Offline	No	Edit - Copy - Activity - Impersonate
2	<input checked="" type="checkbox"/>		achencinski	achencinski	Offline	No	Edit - Copy - Activity - Impersonate
3	<input checked="" type="checkbox"/>		acotner	acotner	Offline	Yes	Edit - Copy - Activity - Impersonate
4	<input checked="" type="checkbox"/>	Admin 24-7Intouch	admin	admin (Admin)	Offline	Yes	Edit - Copy - Activity - Impersonate
5	<input checked="" type="checkbox"/>	Agent One	agent1	agent1 (Agent)	Offline	Yes	Edit - Copy - Activity - Impersonate
6	<input checked="" type="checkbox"/>	Agent Rick	AgentRick	AgentRick (Agent)	Offline	Yes	Edit - Copy - Activity - Impersonate
7	<input checked="" type="checkbox"/>	agent test mc agent test mc	agent_test_mc_1	agent_test_mc_1 (agent test mc)	Offline	Yes	Edit - Copy - Activity - Impersonate
8	<input checked="" type="checkbox"/>	Anurag Agrawal	agrawal	agrawal (Anurag)	Offline	No	Edit - Copy - Activity - Impersonate
9	<input checked="" type="checkbox"/>	Alka Grover	agrover	agrover (Alka)	Offline	No	Edit - Copy - Activity - Impersonate
10	<input checked="" type="checkbox"/>	Aroha Merrilees	amerrilees	amerrilees (Aroha)	Offline	Yes	Edit - Copy - Activity - Impersonate
11	<input checked="" type="checkbox"/>	Amit Sen	amitsen	amitsen (Amit)	Offline	Yes	Edit - Copy - Activity - Impersonate
12	<input checked="" type="checkbox"/>		amonolo	amonolo	Offline	Yes	Edit - Copy - Activity - Impersonate

3. Click the Modify User button. This will open the Modify Selected Users window. Click Apply Changes:

Users: All

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Modify Selected Users

Supervisor:

Account Status:

Expire password within: days (Note: if this Callcenter has no expiration policy, passwords will expire immediately)

1	<input checked="" type="checkbox"/>	Melanie T2 Henson	71585	71585 (Melanie) T2	Offline	No	Edit - Copy - Activity - Impersonate
2	<input checked="" type="checkbox"/>		achencinski	achencinski	Offline	No	Edit - Copy - Activity - Impersonate
3	<input checked="" type="checkbox"/>		acotner	acotner	Offline	Yes	Edit - Copy - Activity - Impersonate
4	<input checked="" type="checkbox"/>	Admin 24-7Intouch	admin	admin (Admin)	Offline	Yes	Edit - Copy - Activity - Impersonate
5	<input checked="" type="checkbox"/>	Agent One	agent1	agent1 (Agent)	Offline	Yes	Edit - Copy - Activity - Impersonate
6	<input checked="" type="checkbox"/>	Agent Rick	AgentRick	AgentRick (Agent)	Offline	Yes	Edit - Copy - Activity - Impersonate
7	<input checked="" type="checkbox"/>	agent test mc agent test mc	agent_test_mc_1	agent_test_mc_1 (agent test mc)	Offline	Yes	Edit - Copy - Activity - Impersonate
8	<input checked="" type="checkbox"/>	Anurag Agrawal	agrawal	agrawal (Anurag)	Offline	No	Edit - Copy - Activity - Impersonate

- Select Disabled: Disable Account, Require Staff Re-Activation from the Account Status dropdown menu. Click Apply Changes. **Important Note: Make sure user “liveops” is not disabled.**

Users: All

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#	First Name	Last Name	Username	Real Name	Status	Account Status	Account Expiration	Account Type	Account Category	Account Sub-Category	Account Sub-Category 2	Account Sub-Category 3	Account Sub-Category 4	Account Sub-Category 5	Account Sub-Category 6	Account Sub-Category 7	Account Sub-Category 8	Account Sub-Category 9	Account Sub-Category 10	
1	Melanie																			
2																				
3																				
4	Admin 2																			
5	Agent C																			
6	Agent R																			
7	agent t																			
8	Anurag Agrawal		agrawal	agrawal (Anurag)	Offline	No														Edit - Copy - Activity - Impersonate

Modify Selected Users [X]

Supervisor:

Account Status:

Expire password within: days (Note: if this Callcenter has no expiration policy, passwords will expire immediately)

- Go to Routing menu, Incoming #s. Click the checkbox next to “DNIS” to select all.

Incoming Phone Numbers

Phone Number Search:

Phone Number / Alias: Campaign: Show Retired Campaigns? All campaigns selected

RRNs: Callcenter: Owner: Source assigned as of: Report data is 1s old.

Related Tools: [Emergency Carrier Switch](#) | [Source Assign](#) | [View Change History](#)

Download To Excel:

#	DNIS	Report-as	Carrier	Split	Owner	Campaign	Call Type
1	13256701989		AT&T		liveops: LiveOps	EmAns Entry	UPSELL

- Click Edit Numbers button, upper left. The Edit Selected DNISes box should pop up. Click the Disabled/Enabled checkbox and select Disable numbers. Click the “Apply Changes to Incomings” button at the bottom.

The screenshot shows a software interface with a table of DNIS numbers and a pop-up window titled "Edit Selected DNISes". The "Edit Numbers" button is circled in red. The table has columns for "#", "DNIS", and checkboxes. The pop-up window has fields for "DNIS:", "Report-As:", "Campaign:", "Assigned to:", "Callcenter:", "Media Company:", "Call Type:", "Disabled/Enabled:", and "Busydate:". The "Disabled/Enabled" field is checked and set to "Disable numbers".

#	DNIS
1	13256701989
2	17733288881
3	18006713689
4	18558426905
5	18772141085

Edit Selected DNISes

DNIS:

Report-As:

Campaign: -- No Campaign --

Assigned to: Make the campaign owner, the number owner
 Choose a specific client:
Callcenter: -- Select CC --
Client: -- Select a Client --

Callcenter: LOSandbox

Media Company: -- No Mediacompany --

Call Type: CANDIDATE

Disabled/Enabled: Disable numbers

Busydate:

- Select “Numbers Without Campaigns” and make sure to disable any additional numbers, by repeating steps 5 & 6.
- Notify Finance that the contact center has been disabled, so that they will stop billing.