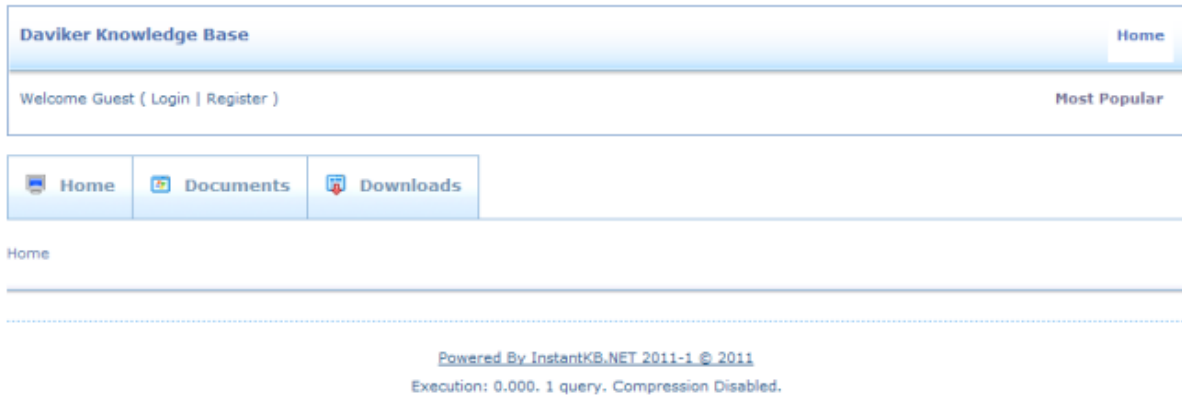
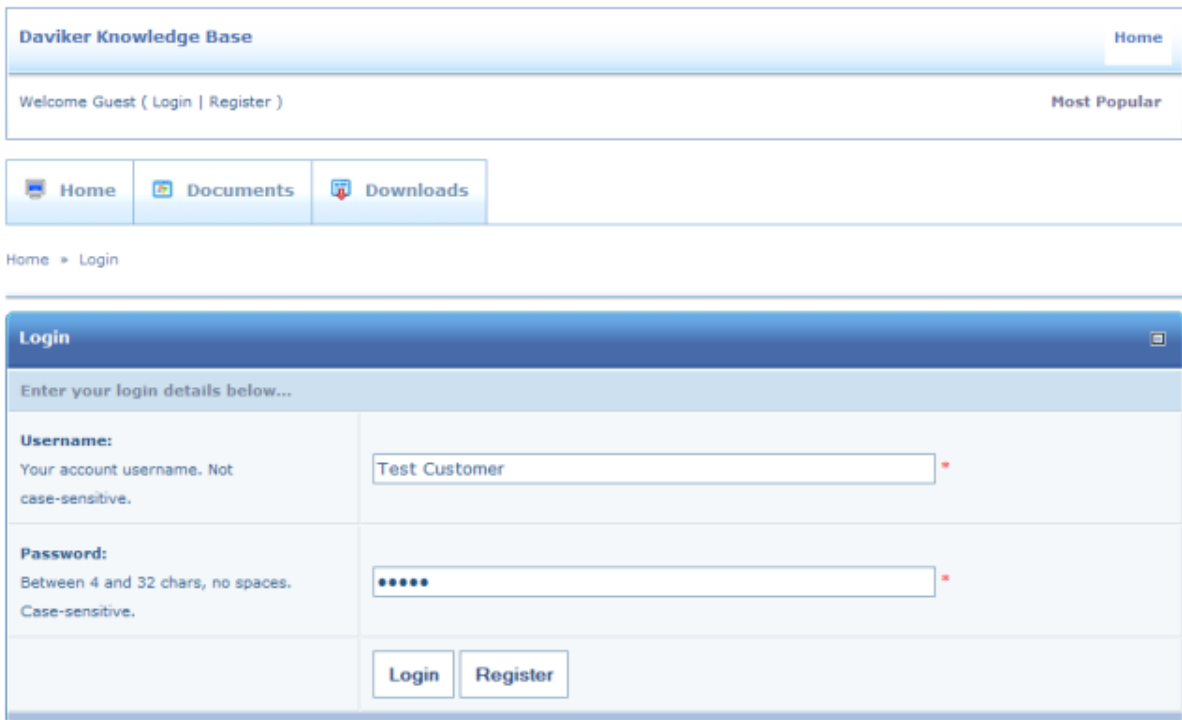


Introduction

The Daviker Knowledge Base can be found at <http://support.daviker.co.uk>. When the site loads for the first time, you will see the main page. You will need to log in from here before you can view any other content.



On the login page, you should enter the username and password created for you by Daviker. Passwords are case sensitive, usernames are not.



After logging in you will be redirected to the main page, which will now be populated with information relevant to you.



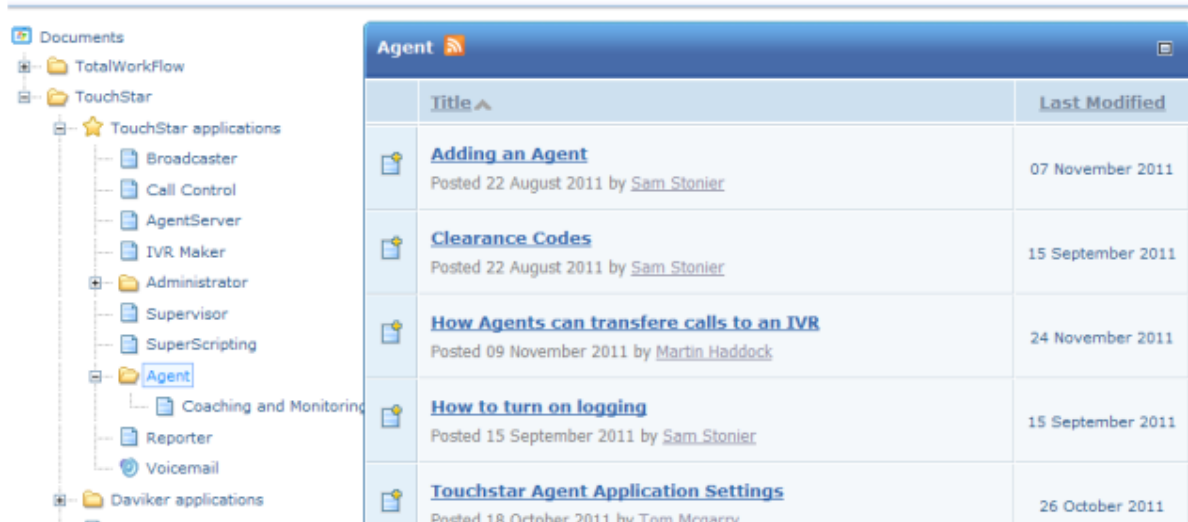
- In the **Documents** section, you will find various articles and how-to guides on Daviker TotalWorkFlow and TouchStar.
- The **Downloads** section is home to Daviker TotalWorkFlow and TouchStar manuals.
- **Search** allows you to search documents, comments and attachments for specified terms.
- You will find the definition of common terms in the **Glossary**.



Documents

Documents are organised in a tree structure, so simply expand the categories until you find the product or subject you would like to find information on.

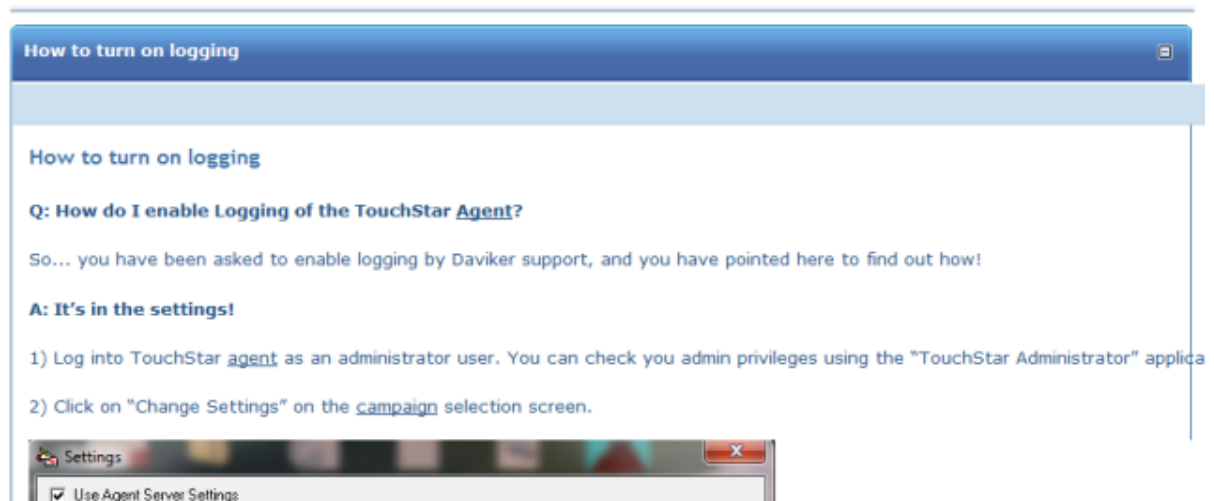
Home > Documents > TouchStar > TouchStar applications > Agent



	Title ^	Last Modified
	Adding an Agent Posted 22 August 2011 by Sam Stonier	07 November 2011
	Clearance Codes Posted 22 August 2011 by Sam Stonier	15 September 2011
	How Agents can transfere calls to an IVR Posted 09 November 2011 by Martin Haddock	24 November 2011
	How to turn on logging Posted 15 September 2011 by Sam Stonier	15 September 2011
	Touchstar Agent Application Settings Posted 18 October 2011 by Tom Murray	26 October 2011

After selecting the article you want, you can simply view it, or leave comments and a rating as shown below.

Home > Documents > TouchStar > TouchStar applications > Agent > How to turn on logging



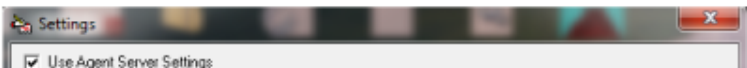
How to turn on logging

Q: How do I enable Logging of the TouchStar Agent?

So... you have been asked to enable logging by Daviker support, and you have pointed here to find out how!









































A: It's in the settings!

- 1) Log into TouchStar [agent](#) as an administrator user. You can check you admin privileges using the "TouchStar Administrator" applica
- 2) Click on "Change Settings" on the [campaign](#) selection screen.




Rate this Article: ★★★★★

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B *I* U **abc**                                        

Downloads

Manuals for all Daviker products are located in the **Downloads** section. Just as in the **Documents** section, downloads are organised by product.

Title	Last Modified
NMS Config Guide Posted 15 November 2011 by Ben Woods	15 November 2011
Daviker Wallboard Posted 10 November 2011 by Martin Haddock	10 November 2011
TouchStar Supervisor Posted 01 November 2011 by Sam Stonier	01 November 2011
TouchStar IVR Maker Posted 01 November 2011 by Sam Stonier	01 November 2011
TouchStar Agent	01 November 2011

Each file's page contains a summary of the file, as well as a link to download it.

The Supervisor application acts like the control center of the TouchStar System once agents, dial records and campaigns have been created. Most of the [campaign](#) settings available in the Administrator application are available in the Supervisor application. This application allows the user to:

- Determine which campaigns are running
- Obtain statistics about campaigns
- Control campaigns once they are running
- Manage the parameters of each existing [campaign](#)

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[Noble TouchStar Supervisor 6.0 User Guide.pdf](#) (1.82 MB, 2 views)
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Daviker Knowledgebase

As with documents, you can leave a rating and comments on each file in the Knowledgebase.

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Questions, comments and suggestions

If you have any questions or comments about the Knowledgebase in general, or if you have suggestions on content you feel would be useful, please send an email to support@daviker.co.uk and we will get back to you as soon as possible.

