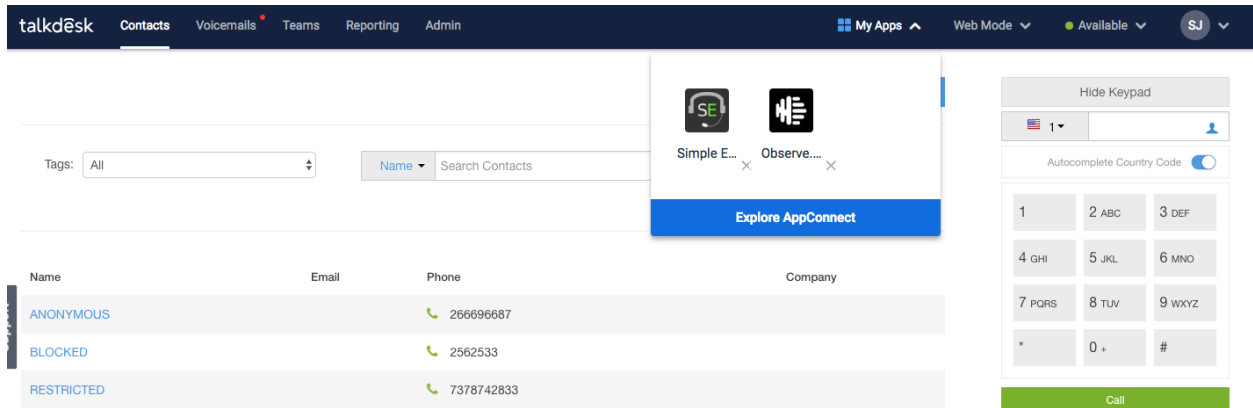
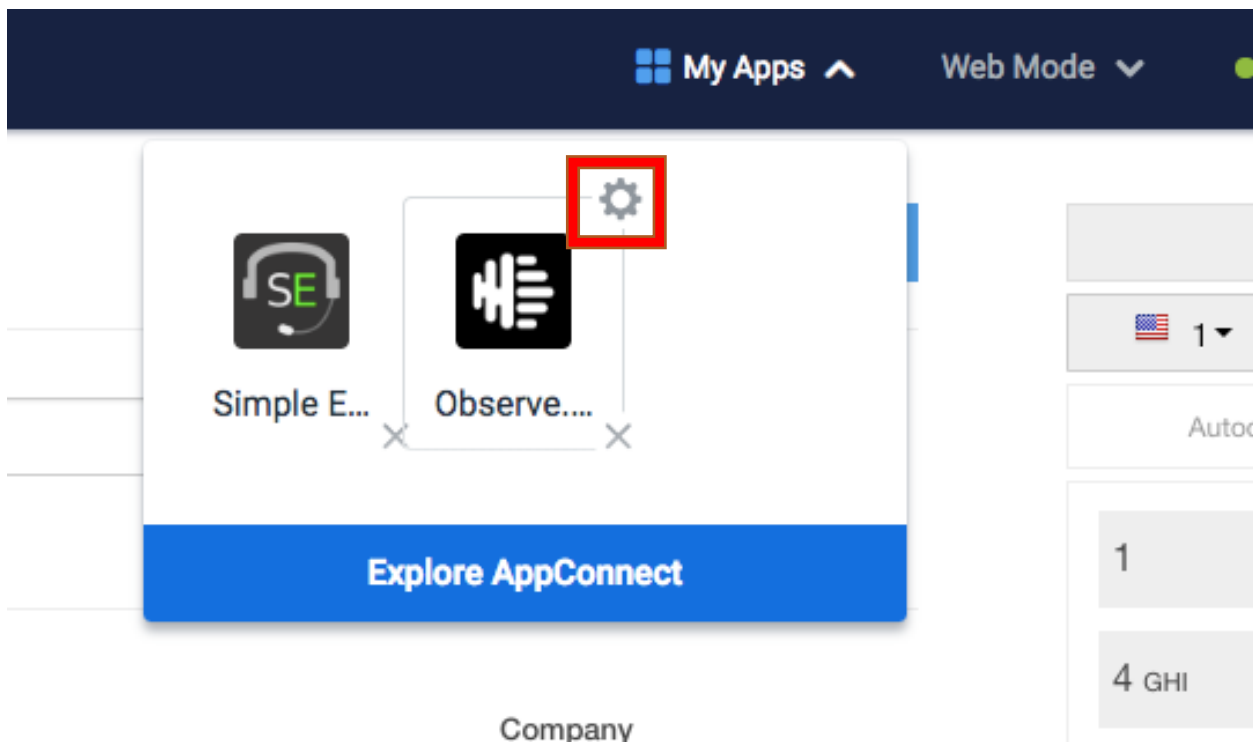


## How to enable/disable agents as a Talkdesk Admin

**Step 1:** Log into your Talkdesk Dashboard and click on 'My Apps'



**Step 2:** Hover your cursor over the 'Observe.AI' app icon. You should be able to see a 'gear' icon. **Click** on it.



**Step 3:** The 'Manage Observe.AI Agent Assist' window would pop up. **Click** on the '**Users**' tab (on the left-hand side).

The screenshot shows the 'Manage Observe.AI Agent Assist' interface. On the left, there is a sidebar with 'Plans' and 'Users' tabs. The 'Users' tab is highlighted with a red box. The main content area displays 'Observe.AI Agent Assist (Trial)' with a 'Free for 30 days' label. Below this, there is a message: 'In trial all product features are available. After activation of your trial account, we will load 1 month of your historical data from Talkdesk for retrospective analysis.'

**Step 4:** Enable or disable the access to Observe.AI dashboard for the desired users by clicking on the **checkbox** and **save changes**.

The enabled users would be able to see the Observe.AI app on their Talkdesk dashboard. And Observe.AI would start processing their calls.

The screenshot shows the 'Manage Observe.AI Agent Assist' interface with the 'Users' tab selected. A search bar is at the top with the text 'Search users...'. Below it, it says '3 of 3 users selected' and 'Show only selected' with a toggle switch. A list of users is shown with checkboxes and user icons:

- Select All (3 active users)
- Administrator (1 users)
- Agent (2 users)
- Akash (akash@observe.ai) - This row is highlighted with a red box.
- Surender Singh (surender@observe.ai)
- Swapnil Jain (swapnil@observe.ai)

At the bottom left, there is a 'Purchase summary' section with the following details:

User/month	\$0
Unassigned licenses	0
Total licenses	3
Est. total	\$0

At the bottom right, there is a 'Save changes' button highlighted with a red box. Other buttons include 'Uninstall app' and 'Changes are subject to Talkdesk AppConnect Terms of Service.'