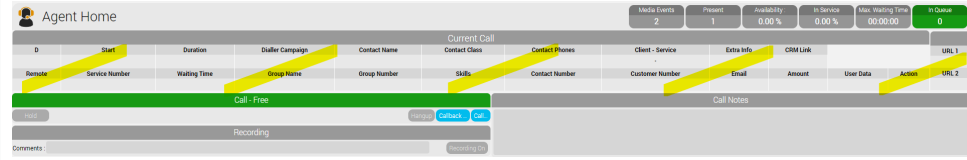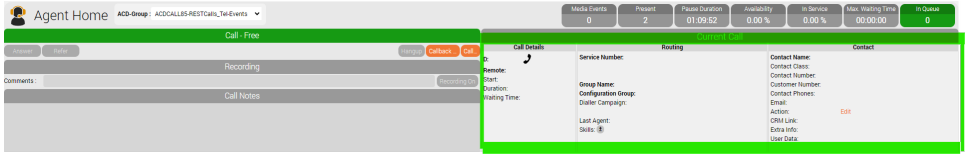# Agent Home - "Current Call"

Up to jtel portal release 3.33 the Agent Home - Tab "Current Call" looked as follows and was changed as of release 3.34 to a much more flexible and user definable layout.

up to release 3.33 => thereafter this layout is discontinued	as from release 3.34 a new layout via AsciiDoc customisation

FROM RELEASE 3.34

Agent Home

The calls are displayed as "cards".

On the left hand side of the call "card", the following information is shown:

- A Party Number
- Start of call (time of day)
- Duration of call from call start
- Waiting time from entering the ACD queue
- The ACD Group
- The service number

The right hand side of the "card" shows the following information:

- User Data
- Additional Info

The right hand side of the "card" can be customized using AsciiDoc by defining the Clients Parameter **Layout.AgentHome.CurrentCalls.Call**

Mini Client

On the left hand side of the call "card", the following information is shown:

- A Party Number
- Start of call (time of day) followed by the waiting time from entering the ACD queue in brackets
- The ACD Group
- The service number

The right hand side of the "card" shows the following information:

- User Data

- Additional Info

The right hand side of the "card" can be customized using AsciiDoc by defining the Clients Parameter **Layout.MiniClient.CurrentCalls.Call**

Call Pick-Up

Agents can "pick" the call from the queue. The requirements for the agent are:

- A telephone number is set. This can be achieved (even when logged out) by clicking on one of the telephone numbers in the header of the full client or the mini-client.
- The agent is not occupied with another call or has been determined as the next agent for another call in the queue by the distribution algorithm.

Using this function is usually better when in the status "pause" or another status, where new calls will not be routed to the agent directly by the system.

Asciidoc Customisation

Customization of the layout is performed using Asciidoc.

The currentCall object in particular is available. The best way to see which fields are available in the current call, is to add only the **#{currentCall}** object to the layout. This will look horrible, but will show you all available fields.

For layout possibilities see this page: https://docs.asciidoctor.org/ for details.

Standard Layout Agent Home

```
[cols="100%"]
|===
|
#{currentCall.UserData}
|
#{currentCall.AddInfo}
|===
```

Standard Layout Mini-Client

```
[cols="100%"]
|===
|
#{currentCall.UserData}
|
#{currentCall.AddInfo}
|===
```