

Example 1 - Agent Status duration coloring

Use-Case description

We want 6 agent status to be colored Green, Yellow and Red in the field 'Agent Status Duration' in the supervisor view All agents and Active Agents, depending on how much time was spent in each status and with different amounts of seconds for each status.

Status and Timetable

Agent Status	Value	Color
Break	> 30 minutes	Green
Break	< 30 minutes	Yellow
Break	< 40 minutes	Red
Unpaid Break	> 29 minutes	Green
Unpaid Break	> 30 minutes	Yellow
Unpaid Break	< 30 minutes	Red
Post Call Time	> 2 minutes	Green
Post Call Time	> 4 minutes	Yellow
Post Call Time	< 4 minutes	Red
Setup Time	> 5 minutes	Green
Setup Time	>15 minutes	Yellow
Setup Time	< 15 minutes	Red
First Responders	< 0 seconds	Red
IT-Problem	< 0 seconds	Red

Parameter 1

```
CSS.AcdSupervisor
```

Value 1

```
td:has(> div.AgentList_AcdAgentStatusDuration_3_Bucket_0),
```

```
td:has(> div.AgentList_AcdAgentStatusDuration_3_Bucket_1),
td:has(> div.AgentList_AcdAgentStatusDuration_3_Bucket_2),
td:has(> div.AgentList_AcdAgentStatusDuration_3_Bucket_3),
td:has(> div.AgentList_AcdAgentStatusDuration_3_Bucket_4),
td:has(> div.AgentList_AcdAgentStatusDuration_3_Bucket_5),
td:has(> div.AgentList_AcdAgentStatusDuration_44_Bucket_0),
td:has(> div.AgentList_AcdAgentStatusDuration_44_Bucket_1),
td:has(> div.AgentList_AcdAgentStatusDuration_44_Bucket_2),
td:has(> div.AgentList_AcdAgentStatusDuration_44_Bucket_3),
td:has(> div.AgentList_AcdAgentStatusDuration_44_Bucket_4),
td:has(> div.AgentList_AcdAgentStatusDuration_5_Bucket_0),
td:has(> div.AgentList_AcdAgentStatusDuration_43_Bucket_0),
td:has(> div.AgentList_AcdAgentStatusDuration_43_Bucket_1),
td:has(> div.AgentList_AcdAgentStatusDuration_43_Bucket_2) {
background-color: #169A13;
color: white;
}
```

```
td:has(> div.AgentList_AcdAgentStatusDuration_3_Bucket_6),
td:has(> div.AgentList_AcdAgentStatusDuration_44_Bucket_5),
td:has(> div.AgentList_AcdAgentStatusDuration_5_Bucket_1),
td:has(> div.AgentList_AcdAgentStatusDuration_43_Bucket_3) {
background-color: #FCC10F;
color: white;
}
```

```
td:has(> div.AgentList_AcdAgentStatusDuration_3_Bucket_7),
td:has(> div.AgentList_AcdAgentStatusDuration_44_Bucket_6),
td:has(> div.AgentList_AcdAgentStatusDuration_44_Bucket_7),
td:has(> div.AgentList_AcdAgentStatusDuration_5_Bucket_2),
td:has(> div.AgentList_AcdAgentStatusDuration_5_Bucket_3),
td:has(> div.AgentList_AcdAgentStatusDuration_5_Bucket_4),
td:has(> div.AgentList_AcdAgentStatusDuration_5_Bucket_5),
td:has(> div.AgentList_AcdAgentStatusDuration_5_Bucket_6),
td:has(> div.AgentList_AcdAgentStatusDuration_5_Bucket_7),
td:has(> div.AgentList_AcdAgentStatusDuration_43_Bucket_4),
td:has(> div.AgentList_AcdAgentStatusDuration_43_Bucket_5),
td:has(> div.AgentList_AcdAgentStatusDuration_43_Bucket_6),
td:has(> div.AgentList_AcdAgentStatusDuration_43_Bucket_7),
td:has(> div.AgentList_AcdAgentStatusDuration_42_Bucket_0),
td:has(> div.AgentList_AcdAgentStatusDuration_42_Bucket_1),
td:has(> div.AgentList_AcdAgentStatusDuration_42_Bucket_2),
td:has(> div.AgentList_AcdAgentStatusDuration_42_Bucket_3),
td:has(> div.AgentList_AcdAgentStatusDuration_42_Bucket_4),
td:has(> div.AgentList_AcdAgentStatusDuration_42_Bucket_5),
td:has(> div.AgentList_AcdAgentStatusDuration_42_Bucket_6),
td:has(> div.AgentList_AcdAgentStatusDuration_42_Bucket_7),
td:has(> div.AgentList_AcdAgentStatusDuration_34_Bucket_0),
td:has(> div.AgentList_AcdAgentStatusDuration_34_Bucket_1),
td:has(> div.AgentList_AcdAgentStatusDuration_34_Bucket_2),
td:has(> div.AgentList_AcdAgentStatusDuration_34_Bucket_3),
```

```
td:has(> div.AgentList_AcdAgentStatusDuration_34_Bucket_4),
td:has(> div.AgentList_AcdAgentStatusDuration_34_Bucket_5),
td:has(> div.AgentList_AcdAgentStatusDuration_34_Bucket_6),
td:has(> div.AgentList_AcdAgentStatusDuration_34_Bucket_7) {
background-color: #BB0F18;
color: black;
}
```

Parameter 2

Thresholds.AcdSupervisor.Agents.AgentStatusDuration

Value 2

0, 120, 240, 300, 900, 1740, 1800, 2400