

Agent Status as System Administrator

In the ACD menu there is a submenu - Agent status.

These agent statuses are required and predefined by the system:

Agentent Status	Description
Logged Off	The agent is logged out of the ACD and does not receive calls
Calls and Media	The agent is logged into the ACD and receives calls and media events (voicemail, callback, Whats APP, chat, email)
Automatically Logged Out	The agent was automatically logged out of the system. This system is set exclusively by the system, not by the agent or supervisor. Example: Agent lets call ring through and is therefore automatically logged off.
Post Call	This status is set when automatic system-side post-processing is configured and cannot be set by the agent or supervisor
Break	The agent is on break and therefore does not receive calls and media.

Further details on Agent Status can be found here: [Agent Status - Master Data](#)