

Agent Status - Master Data

As a client administrator, you can create additional statuses.

To do this, select **ACD — Agent Status** in the main menu and then click **New** in the toolbar.

Specify the following fields in the **Master data** tab:

Status	Name of the status - this field is mandatory
Status (short)	Short name of the status This is used in case of reduced display space, e.g. in Agent Home, in the Agent or Team tab to inform about the status of the agent.
Status (abbreviation)	The status abbreviation has 2 letters or numbers and is displayed in the Agent Home or Mini Client in the agent status bar.
Foreground color	Status color, foreground. Input of a 6-digit hex value for the colour code (RGB), preceded by #. Examples: #FFFFFF - white #000000 — black #FF0000 — red #00FF00 — green #0000FF — blue You can also use the name of the color (prefixed without #) See also the following URL: http://www.w3schools.com/html/html_colornames.asp
Background color	Status color, background. Input of the 6-digit hex value (RGB), preceded by #. Examples: #FFFFFF - white #000000 — black #FF0000 — red #00FF00 — green #0000FF — blue You can also use the name of the color (prefixed without #) See also the following URL: http://www.w3schools.com/html/html_colornames.asp

Restrict to specific ACD groups	If checked, the visibility of the status will be restricted to certain ACD groups - only agents who are members of the selected groups will see the status. The groups are configured in the Restricted Groups tab.
Setable by agent	Whether agents or supervisors can set this status. If not set, the status will be restricted to certain system operations, such as automatically logging an agent out.
Logged on	The agent is logged in. The time in this status is counted as login time in the statistics and reporting.
Present	The agent is present. The time in this status is counted as present time in the statistics and reporting.
Holiday	The agent is on holiday.
Break	The agent is on a break / pause. The time in this status is counted as break time in the statistics and reporting.
Calls	The agent receives calls in this status.
Postprocessing	The agent is in post-processing (after call work).
Voice-Mail	The agent receives voice mails as media events in this state.
Outbound	The agent is ready to make phone calls for an outbound campaign.
Fax	The agent receives incoming faxes as a media events in this state.
Callback	The agent receives callback requests as media events in this state.
SMS	The agent receives SMS as media events in this state.
E-Mail	The agent receives emails as media events in this state.
Quick Status Buttons (Supervisor)	If this option is set, the status will be available to supervisors in the All Agents and Active Agents tabs, in the change status column.
Assign during call	Media events are also distributed to agents during a call in this state (i.e. the telephone status of the agent is irrelevant when media events are distributed).
DTMF-Input	In order that agents can change their status via telephone, a DTMF key must be assigned to the status. This key is then active when selecting the status via the telephone menu.
Call forwarding	If this parameter is switched on, status-based call forwarding is switched on when an agent changes to this status. Otherwise, status-based forwarding is turned off. Status-based call forwarding is configured here: User administration and here: Client master data and requires a TAPI based PBX connector.
Announcement file	Select an announcement file that informs the agent of his status. This file is used by the telephone menu for the agent. If no file is assigned here, the agent hears a short silence instead of the announcement of the status.