

# Media Events

Media events, which are received within the actions "Voice-Mail", "Receive Fax" or "Request Callback", or received via an SMS connector, are distributed to agents with the corresponding status.

The system can discern between the following media types:

- SMS
- Fax
- Voice Mail
- Callback Requests
- Email

Once an event has been delivered to an agent, they receive a notification in the toolbar of the web browser. This corresponds to a "ring" on an incoming call. Agents can manage, edit, comment and forward these events using Agent Home.

Unseen (new) media events are redistributed, if an agent logs off the ACD. This prevents media events from remaining unprocessed until the agent logs into the ACD again.

Further information in media in the ACD can be found in the chapters on [ACD Group Settings](#) and [Agent Home](#).