

Agents Status

To control the activities of agents and to keep track of the actual situation in the call center, agent status categories can be defined which agents in the call center can assume.

The status of agents plays an important role when calls are distributed, particularly at the check points in the call flow. A view of the call flow can be seen in the section [ACD Call-Flow](#). An overview of all available checkpoints can be found in the section [Check Points](#). At several checkpoints, the system checks whether the status of any of the logged in agents matches particular characteristics. Agents are sorted into several categories. This is discussed in the section [Agent Status](#).

To view a list of the agent status values defined in the system, choose **ACD — Agent Status** in the main menu. You will see a table similar to the following:

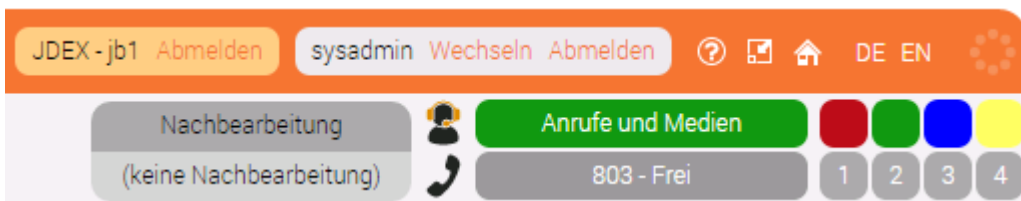
Filter: <div><div>X</div><div>New</div></div>		14 Records in Total. Showing 14 Records from 1 to 14. Page 1 of 1.																		<div><div></div><div></div><div></div><div></div><div></div></div>				
Status ▾	Status (short)	Status (abbreviation)	Restricted Groups	Settable by Agent	Logged-In	In Location	Holiday	Pause	Calls	Post Call	Voice Mail	Outbound	Fax	Chat	Callback	SMS	Email	Ticket	Quick Status Buttons (Supervisor)	Distribute During Call	DTMF	Call Forwarding	System	Action
Post Call					yes	yes													yes				yes	
Outbound	Outbound			yes	yes	yes			yes			yes							yes					Edit Delete
Nacharbeit	NB	NB		yes	yes	yes						yes							yes	yes				Edit Delete
Manuelle Nacharbeit	NB Manuell	NN		yes	yes	yes				yes									yes					Edit Delete
Logged Off				yes															yes	yes			yes	
Letters/E-Mails	Letters/E-Mails			yes																				Edit Delete
Dialer No Blending	DN	DN		yes	yes							yes												Edit Delete
Dialer	Dia	ID		yes	yes	yes			yes			yes						yes		yes				Edit Delete
Chat Only	Chat	CO		yes	yes	yes								yes										Edit Delete
Auto Only	Auto Only	AO		yes	yes	yes			yes										yes					Edit Delete
Calls and Media				yes	yes	yes			yes		yes		yes	yes	yes	yes	yes	yes	yes				yes	
Break				yes	yes	yes		yes											yes				yes	
Backoffice		BO	yes	yes	yes	yes			yes		yes		yes	yes	yes	yes	yes	yes						Edit Delete
Automatically Logged Off																			yes				yes	

Several status values are defined by the system:

- Logged out — the agent is not logged into the ACD.
- Calls and Media - the agent is logged in and receives calls and media events (voice mail, fax etc.)
- Automaticalls logged out — the agent has been logged out by the system. This status is only set by the system itself, the agent or supervisor cannot select this status.
- Post Call - This status is used for automatic post call work and cannot be set by agents themselves.
- Pause — the agent is on a break and will not receive calls or media events.

Change status

Agents can change their status by clicking on the coloured buttons in the toolbar. The current status is shown to the right of the status change buttons. The bottom part of the status display in the toolbar shows the current telephone number under which the agent is available for calls. Example:



- [Agent Status - Master Data](#)
- [Agentenstatus - Tab Restricted Groups](#)

- [Agentenstatus - Tab Skill-Adjustment](#)
- [Agent Status - Tab Translations](#)