

# Agent Status

Not all agents in for example a call center will be available to take calls all of the time. You can have the status of not present, not logged in, busy, performing post call work and so on. These different status are defined by [Agent Status](#) values. The status of agents plays an important role when calls are distributed, particularly at the check points in the [ACD Call-Flow](#). An overview of all available checkpoints can be found in the section [Checkpoints](#). At several checkpoints, the system checks whether the status of any of the logged in agents matches particular characteristics.

These characteristics are defined and associated with agents using Agent Status, i.e. every agent has a defined agent status at a particular point in time. The Agent Status values and their attributes can be defined in the system. The following figure shows an table of the agent status values defined in the system:

jtel PORTAL TEST2

FCM-admin Logoutsysadmin Change Logout

FR DE EN

Agent Status

Filter: 

X

New

8 Records in Total. Showing 8 Records from 1 to 8. Page 1 of 1.

The table shows flags for each status, which define what properties and states apply to that status. More details on the definition and configuration of agent status values can be found in the section [Agent Status](#). The assignment of a status value to an agent can be performed by the system, a supervisor or by agents themselves.

Every agent therefore has a defined status, and properties and states which apply to them. As already described, it is the combination of properties which enables a reasonable operation of the callers at the check points of the call flow.

In order to configure the agent status values so that you can customise the call flow, it is useful to understand the different categories in which agents are divided:

## Logged In Agents:

Logged in agents are ...

- logged into the ACD. Agents in this category have an agent status with flag *Logged In*.
- logged into the corresponding ACD group.

No further conditions apply. Agents fall into this category when they are performing post call work, when they are on the phone, or when they have a status for which further events next to calls) are configured. Their presence in the building is not important.

## Present Agents

Present Agents are ...

- logged into the ACD. Agents in this category have an agent status with flag *Logged In*.
- logged into the corresponding ACD group.
- present in location. Agents in this category have an agent status with flag *In Location*.

No further conditions apply. Agents fall into this category when they are performing post call work, when they are on the phone, or when they have a status for which further events (apart from calls) are configured.

## Agents, that can ed for call distribution

Agents, that can be used for call distribution (i.e. receive calls), are ...

- logged into the ACD. Agents in this category have an agent status with flag *Logged In*.

- logged into the corresponding ACD group.
- in principle capable of answering calls. Agents in this category have an agent status with flag *Calls*.
- not in automatic post call for a call. Post call is a state, which automatically ends after a set time. Agents cannot set or change the post call state themselves.
- not in manual post call for a call. This status is chosen manually by agents themselves, and lasts until the agent chooses another status.
- not busy. The agent's telephone status must be *Free*.

#### **Agents, who are logged in for telephony are**

Agents who will be considered in a more restricted way for the distribution of calls, for example because they are currently on the phone, are ...

- logged into the ACD. Agents in this category are have an agent status with flag *Logged In*.
- logged into the corresponding ACD group.
- in principle capable of answering calls. Agents in this category are assigned to an agent status with flag *Calls*.

No further conditions apply. Agents fall into this category for example, when they are in post call or when they are on the phone.

#### **Agents, who are logged in for telephony without post call are**

Agents, who are logged in for telephony, but not currently involved in post call work, are ...

- logged into the ACD. Agents in this category are have an agent status with flag *Logged In*.
- logged into the corresponding ACD group.
- in principle capable of answering calls. Agents in this category are assigned to an agent status with flag *Calls*.
- not in post call work for a call. Post call is a status which ends automatically in the future (once a certain period of time has elapsed), and cannot be set by agents themselves.
- not in manual post call for a call. This status is chosen manually by agents themselves, and lasts until the agent chooses another status.

No further conditions apply. Agents can fall into this category, independently of whether they are on the phone or not.