Telephone Status

The agent's telephone status is guided by the system When a call is assigned, for example, the telephone status is transferred to ringing This telephone status displays the status of the phone from the view of the ACD.

The following phone status are predefined by the system:

Free (Grey)	The phone is not occupied.
Ringing (Yellow)	The phone is ringing or picked up.
Busy (Red)	The phone is busy, a conversation is conducted.
External busy (Orange)	At the last attempt to route a call the phone was busy. A call was possibly not routed to the ACD Note: this status is not active in all of the systems Please ask your system administrator
No Answer (Blue)	At the last attempt to route a call the phone wasn't answered. Note: this status is not active in all of the systems Please ask your system administrator

In the case of systems with a PXB connection (TAPI / CSTA or another connector) additionally a further status is managed internally, which is set by the computer. The junction of these states is the result you can see in the portal.