

# Display of PBX Telephone Status delayed

Please visit the following page for further information on which PBX Systems can be connected to the jtel ACD:

[Connecting PBX Systems](#)

## Introduction

Agents working with the jtel web application or the mini client are provided with status information about their team members. Team members are any colleagues that are configured in the same ACD-Group as the working agent.

Apart from the Agent Status and Telephone Status, the PBX telephone status can also be displayed to agents if monitoring of the PBX devices is configured in the PBX and the jtel system. The PBX Telephone Status is classified as a Foreign System Status, in this case meaning that the display concerns status information that does not have a cause in the jtel acd, but an effect on its behavior.

## Function

When an event happens at a PBX device, the PBX monitoring service provides jtel with information about the current state of said device. The jtel service then processes the information and will update the PBX Telephone status depending on the content.

The PBX Telephone Status update on the system level will require only milliseconds to be completed after the event is received by the jtel PBX Connector. Call routing decisions are affected by this since calls can only be routed to agents whose telephone status is free. However, the informational display for agents using the web application or mini client depends on the browser refresh interval, which is standardized at a value of 10 Seconds on any jtel system.

Note: The browser refresh interval is standardized at 10 seconds because the load on the web servers and database would be too high when settings like 2 seconds are made.

## Example - Successful Outbound Call

A PBX device initiates an outbound call to another PBX device, an outbound call from device 123 is made to device 321. Both devices are configured as agent devices in the jtel system and are **monitorable**. As this occurs, information is passed on to the jtel system via the PBX monitoring service and processed accordingly by the jtel PBX connector. Both agents PBX Telephone states are changed as follows in this scenario:

### State ID References:

Free	0
Ringing	1
Busy	2

### Before the Call

123 = Free

321 = Free

### On initiation

123 = Busy

321 = Ringing

### **On connect**

123 = Busy

321 = Busy

### **After Call**

123 = Free

321 = Free