

## **Statuses**



Statuses are defined for users registered in the system having agent roles. Multiple settings for agent statuses can be changed, created, and edited here.

Example:

Suppose break time determined is 20 minutes, and the agent stays in the break time status longer than 20 minutes. In that case, the agent's row will be highlighted in the supervisor screen, indicating to the supervisor that an agent is past the allotted time. Also, a warning phrase, "you are in the same status for a long time, please change your status" is displayed on the agent's screen.

## Default Statuses:

The following table shows all the Default Statuses:


Default Statuses

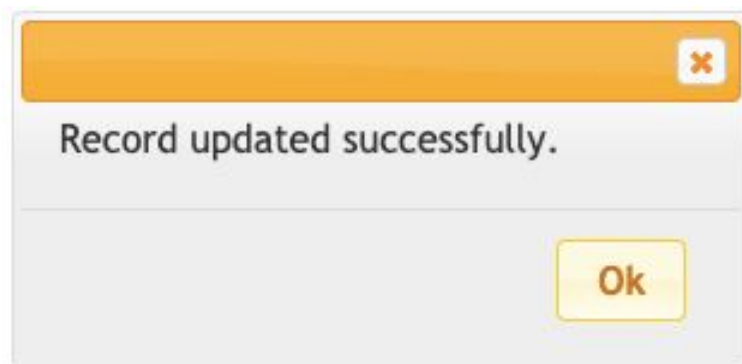
Alarm (min) / Pop up (sec) / Limit (ct) ⓘ

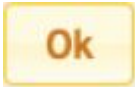
|               |   |    |   |
|---------------|---|----|---|
| Talking       | 0 | 0  | - |
| Dialing       | 2 | 0  | - |
| Available     | 1 | 0  | - |
| shortbreak    | 1 | 2  | 0 |
| Lunch         | 1 | 1  | 0 |
| Meeting       | 1 | 1  | 0 |
| Training      | 1 | 8  | 0 |
| ACW           | 1 | 20 | 0 |
| Ringing       | 2 | 0  | - |
| Wrapup        | 1 | 0  | - |
| Chat          | 1 | 0  | - |
| Outbound      | 1 | 5  | - |
| Back Office   | 2 | 0  | 0 |
| Hold Message  | 1 | 0  | - |
| Not Answering | 2 | 0  | - |

Save

1. The first column shows the **statuses**. For further information about the statuses, check the Agent Section of this Manual.

2. The second column shows the **alarm minutes**. Once the agent waits in the related statuses more than the preferred limit, an alarm pops up on the supervisor's screen.
3. The third column shows the **pop-up seconds**. Once the agent waits in the related statuses more than the preferred limit, an alarm pops up in the agent's screen for the length of time inputted into this column.
4. The fourth column shows **preferred limits** for each Statuses Limits (ct). 0 (zero) will disable a limit check for specified status. Negative values will disable the specified status entirely. If a positive number is inputted, for example, "1", only one agent can be in this status.
5. Write the numbers to the input boxes in the second, third and fourth columns, then click the save button, Once the desired changes have been completed, the information can be saved by clicking the save button,  , the following pop-up box will appear:



6. Click the Okay button,  , to confirm the changes.

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## Pending Call Alarm



**Pending Call Alarm**

Call Count

Call Duration

**Save**

*Note: Furthermore, Pending Call definition can be performed to trace calls waiting in the supervisor screen and enable warnings to be taken as well.*

1. Click the “Call Count” input box, type the preferred call count in the layout shown below:




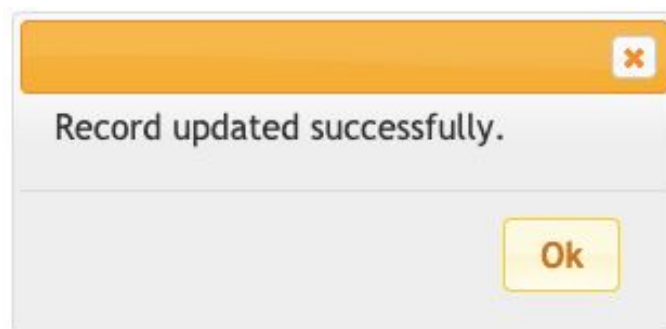
Call Count

2. Click the “Call Duration” input box, type the preferred Call Duration (in seconds) in the layout shown below:



Call Duration


3. Once the desired changes have been completed, the information can be saved by clicking the save button, , the following pop-up box will appear:

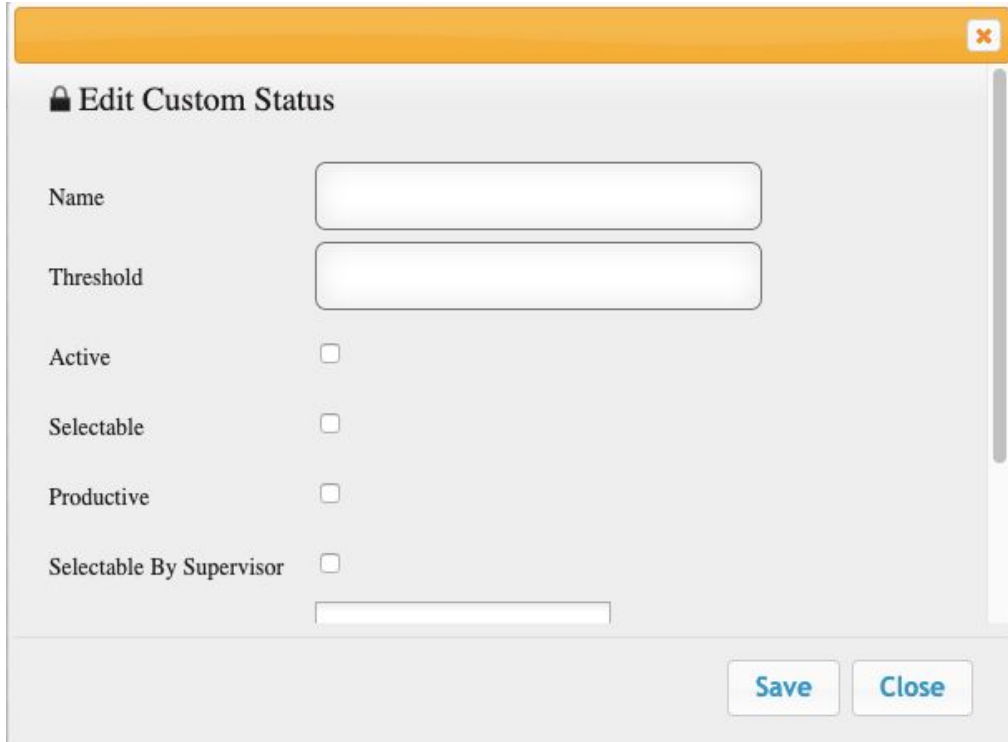


4. Click the Okay button, , to confirm the changes.

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## Creating a Custom Status

1. To add the custom announcement, press the add button, , if done correctly, the following pop-up window will be displayed:



The image shows a pop-up window titled "Edit Custom Status" with a close button in the top right corner. The window contains the following fields and controls:

- Name:** A text input field.
- Threshold:** A text input field.
- Active:** A checkbox.
- Selectable:** A checkbox.
- Productive:** A checkbox.
- Selectable By Supervisor:** A checkbox.
- Save:** A button.
- Close:** A button.

2. Click the "Name" input box. Type the desired name for the status.
3. Click the "Threshold" input box, type the desired threshold value.

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4. The following checkboxes are explained below, and can be selected as desired:

|                          |   |
|--------------------------|---|
| Active                   | Makes the status “Active.”  |
| Selectable               | Makes the status “Selectable.”  |
| Productive               | When this checkbox is checked for the status, when the agent selects the status, the status time will be added into the Production calculation in the Reporting section under the Agent Performance Report. |
| Selectable By Supervisor | Makes the status selectable to the supervisor.  |

5. In the “Team” input box, a team can be assigned to the custom status for use, if desired.


6. In the “Limit” input box, a status limit can be assigned to the status so that only a limited number of agents can select the status in a given time period.

*Note: If “0” is selected, there will be no status limit. If a negative number is selected, the status will be disabled entirely.*


7. If done correctly, the custom status will be displayed under the “Custom Statuses” list as shown below:

| Custom Statuses |        |                 |            |            |                          |       |                      |   |
|-----------------|--------|-----------------|------------|------------|--------------------------|-------|----------------------|---|
| Status          | Active | Alert Threshold | Selectable | Productive | Selectable By Supervisor | Limit | Allow Reserve Status |   |
| SupervisorCall  | True   | 0               | True       | True       | True                     | 0     | False                |   |
| SalesMeeting    | True   | 0               | True       | True       | True                     | 0     | False                |   |

## Editing a Custom Statuses

1. To edit a custom status, click the edit button, , located on the far right of the “Status Name” as shown below:

| Custom Statuses |        |                 |            |            |                          |       |                      |   |   |
|-----------------|--------|-----------------|------------|------------|--------------------------|-------|----------------------|---|---|
| Status          | Active | Alert Threshold | Selectable | Productive | Selectable By Supervisor | Limit | Allow Reserve Status |   |   |
| refus           | True   | 0               | True       | False      | False                    | 0     | False                |  |  |

After clicking the edit button, , the custom status pop-up window will appear as shown:

✕

🔒 Edit Custom Status

Name

SupervisorCall

Threshold

0

Active

☒

Selectable

☒

Productive

☒

Selectable By Supervisor

☒

Team

Limit

0

Allow Reserve Status

☐


Save

Close

2. Make changes as desired.





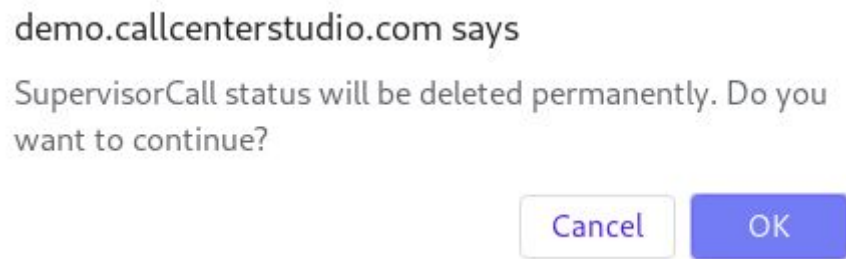
- 
3. Once the desired changes have been completed, the information can be saved by



clicking the save button,  .


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## Deleting a Custom Status

1. From the Custom Statuses list, click the delete button, , to the right of the edit button, . When the delete button is clicked the following pop-up will appear:



- Select the cancel button, , to cancel the deletion.
- Select the OK button, , to confirm the deletion.

2. Confirm the deletion by clicking the “OK” button, .

*The screen will reload, and the deleted status will not be shown.*