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Web Services and Applications Configuration Guide

Managing Agent Status

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Managing Agent Status

Workspace provides options that enable agents to control their status. Use these options to populate the Workspace status menu with one or more of the following privileges:

- Global Ready
- Global Not Ready (with reason code)
- Global DND (Do Not Disturb)
- Global After Call Work
- Global Log Off
- Global Login

The options enable the following agent states:

- Logged off
- DND (Do Not Disturb)
- After Call Work
- Not Ready - Full (Multiple Reasons)
- Not Ready - Full (Single Reason)
- Ready - Partial (for example, ready on one channel)
- Ready - Full

Workspace also enables detailed agent and place status management through options. Agents can set individual channels to the following states:

- Ready
- Not Ready
- Do Not Disturb
- After Call Work
- Logged off
- Call Forwarded (for voice)

You can use the following options in the `interaction-workspace` section to control the contents of the command menu in the Workspace Main Window.

- `agent-status.enabled-actions-by-channel` — Defines the available agent state actions in the My Channels contextual menu. The actions are displayed in the order in which they appear in the list.
- `agent-status.enabled-actions-global` — Defines the available agent states in the global Status menu. The agent state commands are displayed in the order in which they appear in the list.
- `privilege.mychannels.pending-state.can-use` — Allows the pending state to be displayed in the **My**

Channels view while the agent engaged in a call, chat, or email interaction. When the value of this option is set to `true`, if an agent sets his or her status to Not Ready, Not Ready Reason, or any other state while he or she is still handling an interaction, the timer for that state will not start until the call is released, the chat is marked as Done, or the email is sent or put into a workbin.

For the Voice channel, you can configure Workspace to automatically set the agent status to the former status when **Done** is clicked. This enables an agent to return to their former status as soon as he or she has completed after call work, instead of having to manually change status.

- `voice.cancel-after-call-work-on-done` — Specifies that the After Call Work state is changed to the former status when an agent clicks **Done**.

> ### Important
> If an agent manually changes state while still engaged in a voice interaction, their state will display the change, but the time in state will be suspended until the call is ended.