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Web Services and Applications Configuration Guide

Agent Status

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Agent Status

Workspace Web Edition provides options that enable agents to control their status:

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agent-status.after-call-work-reasons

- Default Value: " "
- Valid Values: Comma-separated list of Action Code names of type After Call Work; empty means all not ready action codes are considered
- Changes take effect: When the session is started or restarted.
- Description: Defines the available reasons in the Agent Status menus (global and My Channels). Workspace displays the reason commands in the order in which they appear in the list.

agent-status.enabled-actions-by-channel

- Default Value: Ready,NotReady,NotReadyReason,AfterCallWork,Dnd,LogOff
- Valid Values: Comma-separated list of action names from the following list: Ready, NotReady, NotReadyReason, AfterCallWork, Dnd, LogOn, LogOff.
- Changes take effect: When the session is started or restarted.
- Description: 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

- Default Value: Ready,NotReady,NotReadyReason,AfterCallWork,Dnd,LogOff
- Valid Values: Ready,NotReady,NotReadyReason,AfterCallWork,Dnd,LogOff
- Changes take effect: When the session is started or restarted.
- Description: 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.

agent-status.not-ready-reasons

- Default Value: " "
- Valid Values: Comma-separated list of Action Code names of type Not Ready; empty means that all Not Ready Action Codes are considered.
- Changes take effect: When the session is started or restarted.
- Description: Defines the available reasons in the global Status menu. The reason commands are displayed in the order in which they appear in the list.

agent-status.ready-workmode

- Default Value: unknown
- Valid Values: unknown, auto-in, manual-in
- Changes take effect: When the session is started or restarted.
- Description: Specifies which workmode is applied when the agent manually specifies the Ready state for the voice DN from the Global State menu or from My Channels. This option also applies to the value

specified for the `login.voice.is-auto-ready` option. To determine whether your switch supports the workmode, refer to the Deployment Guide of the relevant T-Server.

`privilege.mychannels.pending-state.can-use`

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: 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 or Not Ready Reason 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 ended, or the email is sent or put into a workbin.