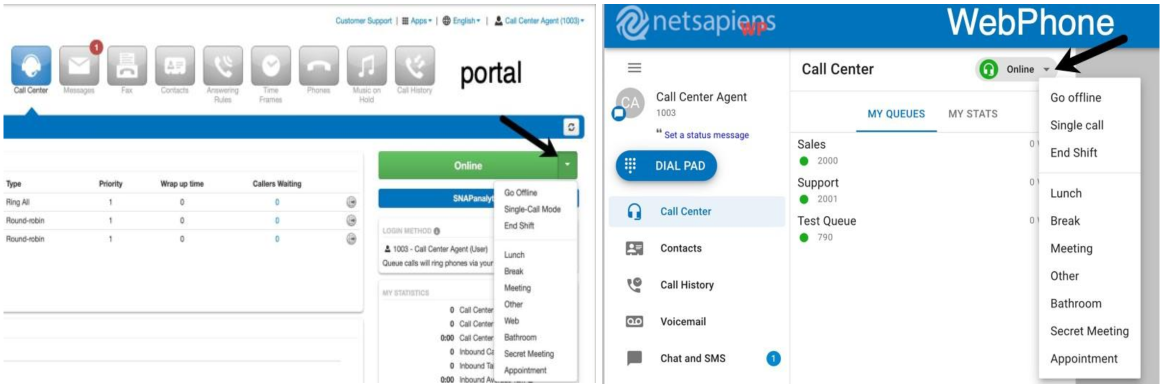
Call Center Agent Status

Overview

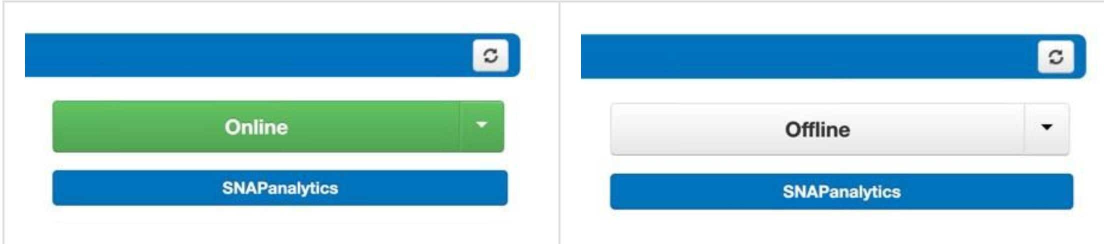
Agent Status is a tool that shows whether a Call Center Agent is offline or online. An agent simply clicks on the drop down arrow and selects a status change. If the change isn't reflecting right away, refresh the page.



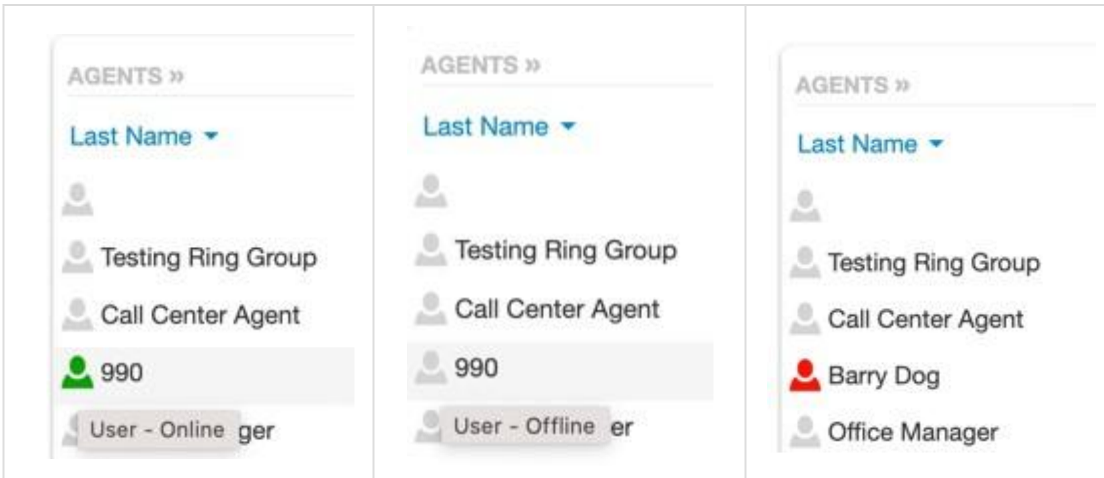
Agent Status Types

Online **(green)**	An online status is straightforward; there is one option to select "online" and another to select online temporarily ("single call" or "single-call mode").
Offline **(grey)**	An offline status has the following (pre-defined) options: "end shift", "lunch", "break", "meeting", and "other". Managers can also create a custom Agent Status (such as "appointment"). Custom statuses are only for an offline status. Note that although "end shift" does not log the user out of the portal, it has the same affect on the agent's availability and stats as logging out.
On a Call **(red)**	An "on a call" status represents an agent who is online, but busy on a call.

The Agent Status button shows green for online and grey for offline (only 2 colors).



Managers can see 3 colors in the "Agents" Table: **green for online**, **grey for offline**, and **red for on a call**.

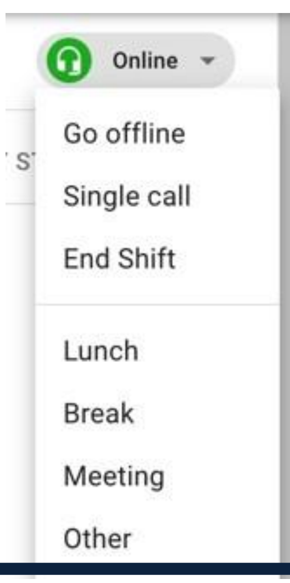


Changing Agent Status

An Agent Status can be a pre-defined choice or a custom choice.

Changing Agent Status

Some of the Agent Status choices are pre-defined and cannot be changed at this time. These are "go online", "single call", "end shift" (used for accurate LI (logged in) reporting), "lunch", "break", "meeting", and "other".



Custom Agent Statuses Agent Status

Call Center Supervisors can add custom agent statuses, such as "appointment", which provides more insight into what the agent's status is than simply using "other" or "break". Custom statuses increase granularity in the Call Center and in the resulting call center reports.

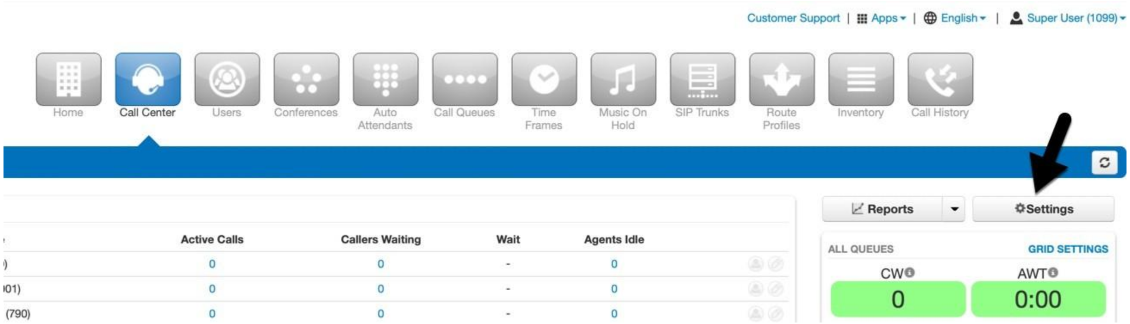
Note that custom statuses are defined as a period of time when the agent is "offline". Example custom statuses are "appointment" or "bathroom"; these are periods of time when the agent is not available to take calls. The custom statuses are shared by all agents in the domain/organization and are limited to 8.

Custom Agent Statuses Agent Status

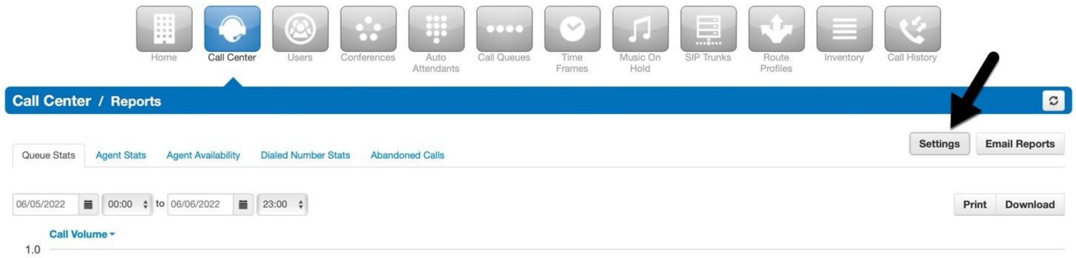
1. In the portal, with the scope of a Call Center Supervisor or above, a manager can access the UI to make a custom agent status by navigating to **Settings**.

Settings can be accessed in two ways:

It is available on the **Call Center** home screen.



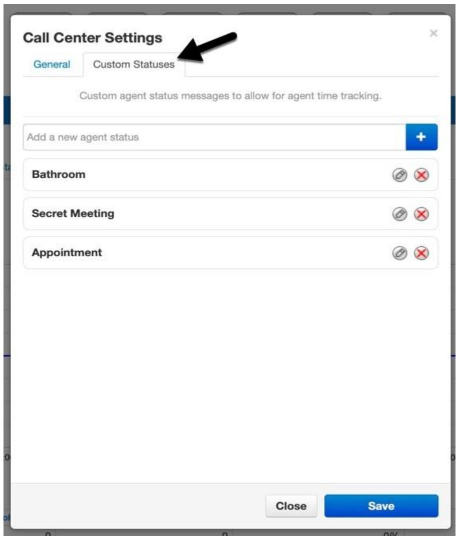
Or by navigating to **Reports** from the Call Center screen.



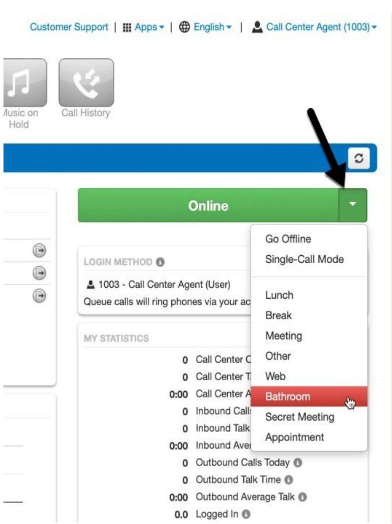
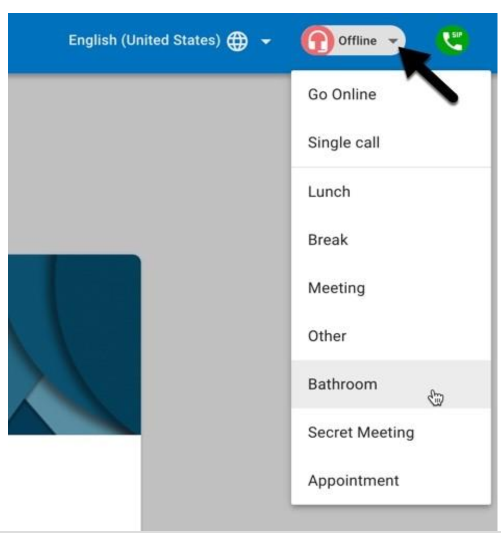
2. In the Call Center Settings modal, navigate to the "Custom Statuses" tab.

- Click on the blue + symbol to add a new custom agent status. There are a maximum of 8 custom statuses that can be added. Each status can be no longer than 20 characters. Remember that all custom statuses indicate that the user is "offline" on reports.

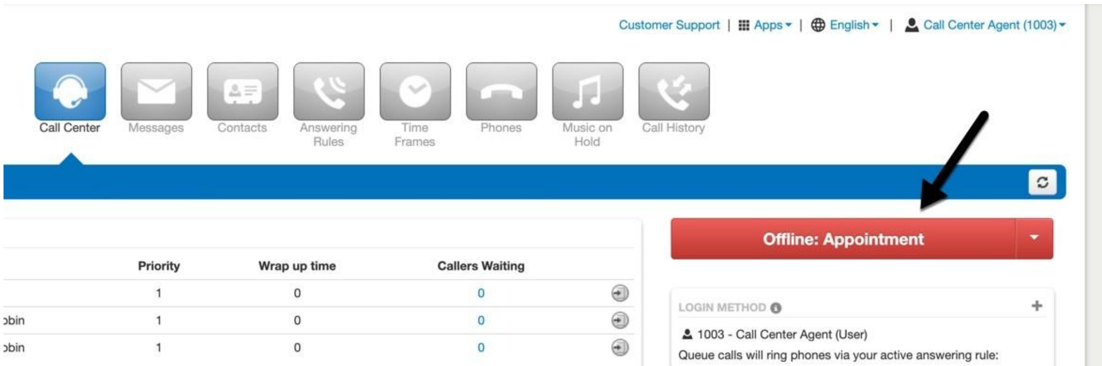
- Click on the **pencil** icon to edit an existing custom status.
- Click **Save** to finish making changes.



3. Custom statuses are available to agents in two places: in the call center agent home page as part of the portal and in SNAPmobile web under the call center tab.

Portal	BCNmobile Web
	

The Call Center Agent is always "offline" when they select a custom status.



Agent Status v. User Status Message Behavior

In BCNmobile Web, changing Agent Status affects the User Status message, but not vice versa.

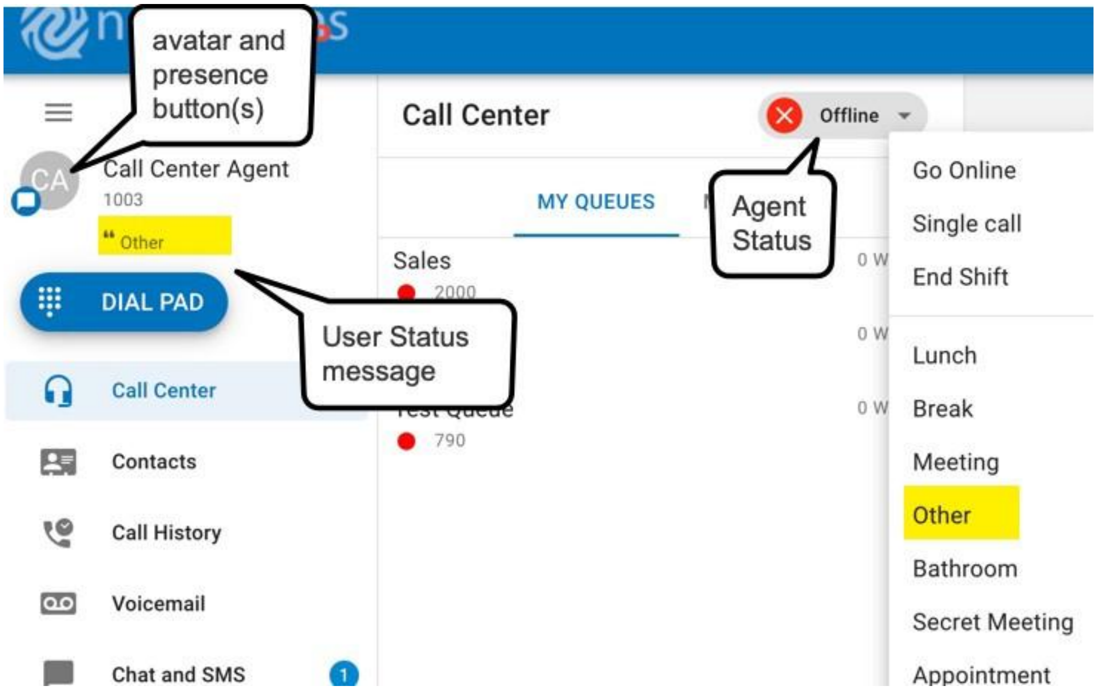
Example #1: Agent Status changes & User Status message reflects the change

For instance, in this first example, the Agent changes their status to

"Other". The User Status message automatically changes to reflect the Agent Status change (the message now says "Other). If you don't see this change, please refresh the page.

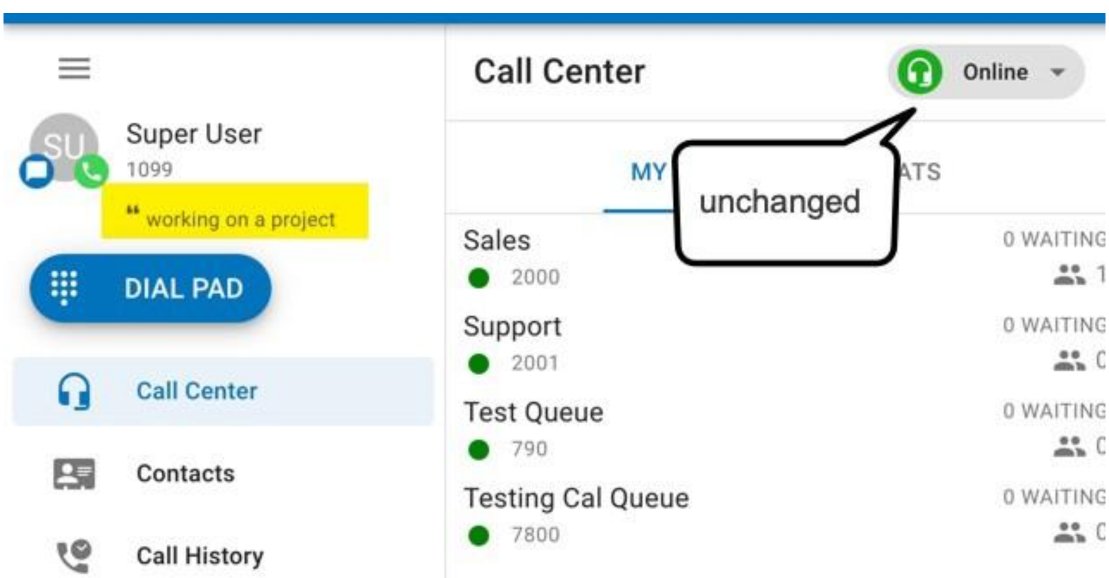
- The pre-defined Agent Statuses of "Lunch", "break", "meeting", & "other" and custom statuses all behave similarly.
- "Go Online", "single call, and "end shift" won't display those words as the User Status message. It will instead display "set a status message".
- Note that the User Status message can be changed at any time by clicking directly on it, and typing into the resulting text box. Remember that changing Agent Status will also change the User Status message though.
    - For instance, an agent is online and they change their Status Message to "happy to help". They head to a meeting and change their Agent Status to reflect that. Their Status Message now says "meeting". They return and change their Agent Status back to "Go Online". Their Status Message is back to the default message - "set a status message".

- If a user changes their status message and moves their agent status to "go online", "single call", or "end shift", depending on the version, different behavior is to be expected.



Example #2: User Status message changes and Agent Status does not reflect the change

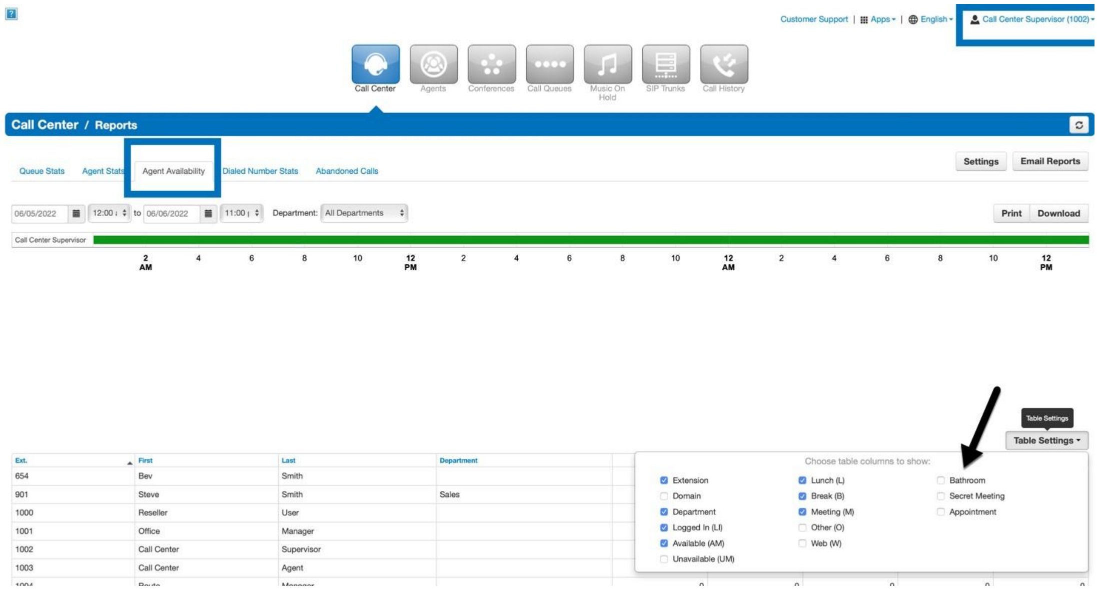
In this second example, the Agent changes their User Status message to "working on a project". Their Agent Status remains unchanged. What if they change their User Status message to "lunch", or a status that uses the same language as an Agent Status? The same will happen. Agent Status is not affected by what is written in the User Status message.



Reporting on Agent Status

Call Center Supervisors can review and report on the time spent in each Agent Status (including a custom state).

1. Navigate to the Agent Availability tab in Call Center "Reports". Click Table Settings and then check or uncheck which Agent Statuses should be reflected in the report.



2. The resulting Agent Availability reporting table displays the stats in a similar format to the other time-based availability statistics.
   In the example below, the Call Center Supervisor sees that the user named "Call Center Agent" was at an appointment for 1.5 minutes today (90 seconds) and in the bathroom for 0.2 minutes (20 seconds). Total time is reported in minutes.

Appointment

Total time an agent status is
Appointment

Ext.	First	Last	Department	LI	AM	L	B	M	Bathroom	Secret Meeting	Appointmen.
654	Bev	Smith		0	0	0	0	0	0	0	0
901	Steve	Smith	Sales	0	0	0	0	0	0	0	0
1000	Reseller	User		0	0	0	0	0	0	0	0
1001	Office	Manager		0	0	0	0	0	0	0	0
1002	Call Center	Supervisor		24	1441	0	0	0	0	0	0
1003	Call Center	Agent		0	0	0	0	0	0.2	0	1.5
1004	Route	Manager		0	0	0	0	0	0	0	0
1099	Super	User		0	0	0	0	0	0	0	0