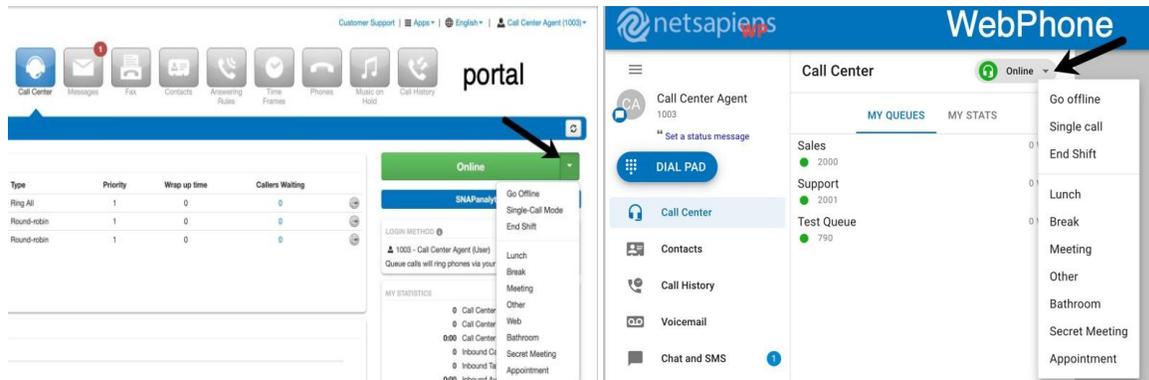


Call Center Agent Status

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.

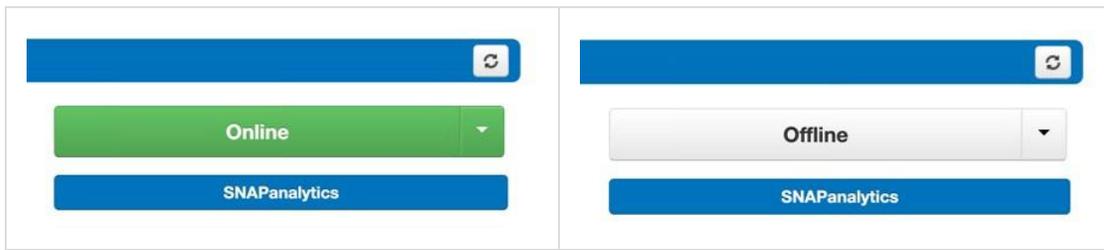


Agent Status Types

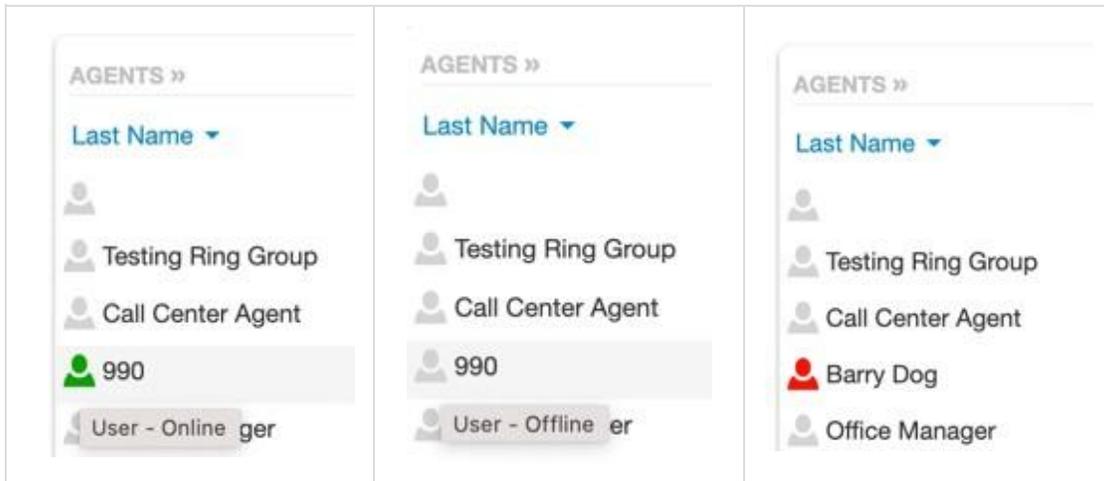
<p>Online (green)</p>	<p>An online status is straightforward; there is one option to select "online" and another to select online temporarily ("single call" or "single-call mode").</p>
<p>Offline (grey)</p>	<p>An offline status has the following (pre-defined) options: "end shift", "lunch", "break", "meeting", and "other". Managers can also create a custom Agent Status (such as "appointment"). Custom statuses are only for an offline status.</p> <p>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.</p>
<p>On a Call (red)</p>	<p>An "on a call" status represents an agent who is online, but busy on a call.</p>



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**.

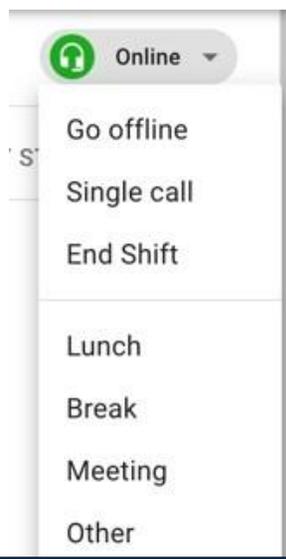


Changing Agent Status

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](#).

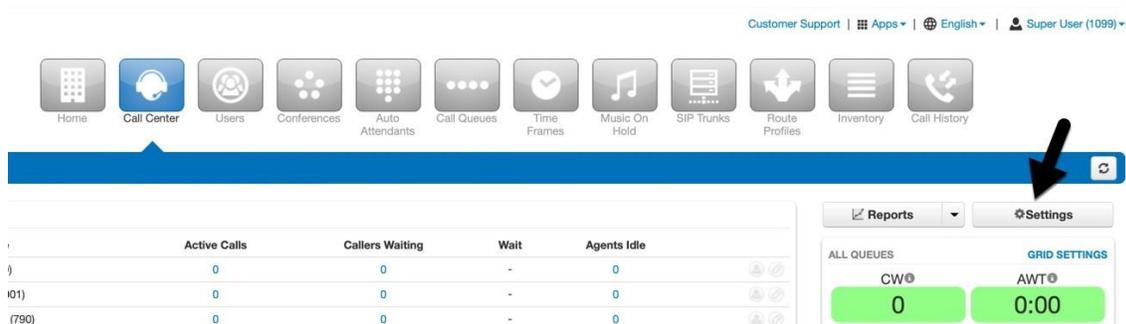
Note that custom statuses are defined as a period of time when the agent is "offline". Example custom statuses are "appointment" or "bathroom"; these are periods of time when the agent is not available to take calls. The custom statuses are shared by all agents in the domain/organization and are limited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



The screenshot shows the Call Center home screen. At the top right, there is a navigation bar with "Customer Support", "Apps", "English", and "Super User (1099)". Below this is a row of icons for Home, Call Center, Users, Conferences, Auto Attendants, Call Queues, Time Frames, Music On Hold, SIP Trunks, Route Profiles, Inventory, and Call History. A blue bar at the bottom of the icon row contains a "Settings" button, which is highlighted with a black arrow. Below the icons is a table with columns for Active Calls, Callers Waiting, Wait, and Agents Idle. To the right of the table is a "Reports" dropdown and a "Settings" button, also highlighted with a black arrow. Below the Reports dropdown is a "GRID SETTINGS" section with "CW" and "AWT" values.

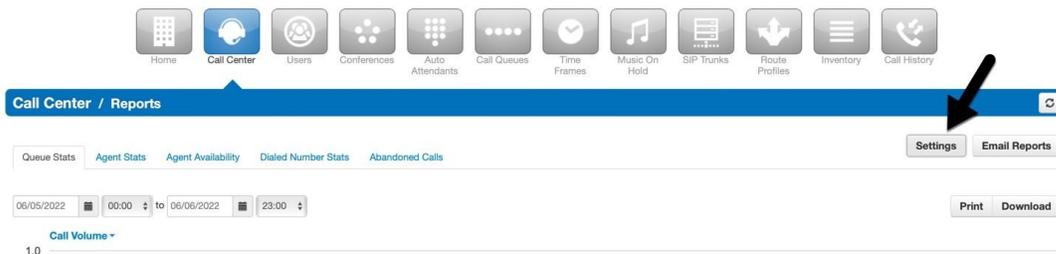
	Active Calls	Callers Waiting	Wait	Agents Idle
0	0	0	-	0
01)	0	0	-	0
(790	0	0	-	0

Reports Settings

ALL QUEUES GRID SETTINGS

CW 0 AWT 0:00

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



The screenshot shows the Call Center Reports screen. At the top, there is a navigation bar with "Call Center / Reports" and a "Settings" button, which is highlighted with a black arrow. Below the navigation bar is a row of tabs: Queue Stats, Agent Stats, Agent Availability, Dialed Number Stats, and Abandoned Calls. Below the tabs is a date and time range selector: "06/05/2022 00:00 to 06/06/2022 23:00". Below the date and time range selector is a "Call Volume" section with a value of "1.0". To the right of the date and time range selector are "Print" and "Download" buttons.

Call Center / Reports Settings

Queue Stats Agent Stats Agent Availability Dialed Number Stats Abandoned Calls

06/05/2022 00:00 to 06/06/2022 23:00

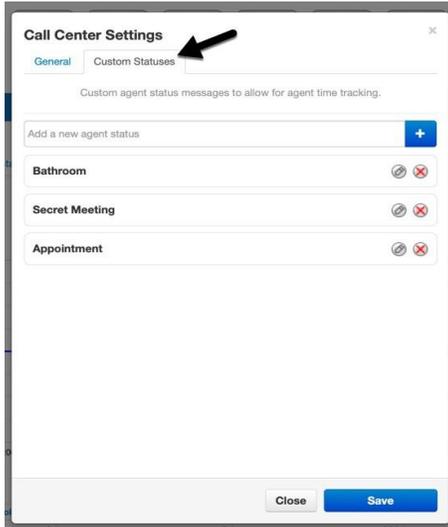
Call Volume 1.0

Print Download

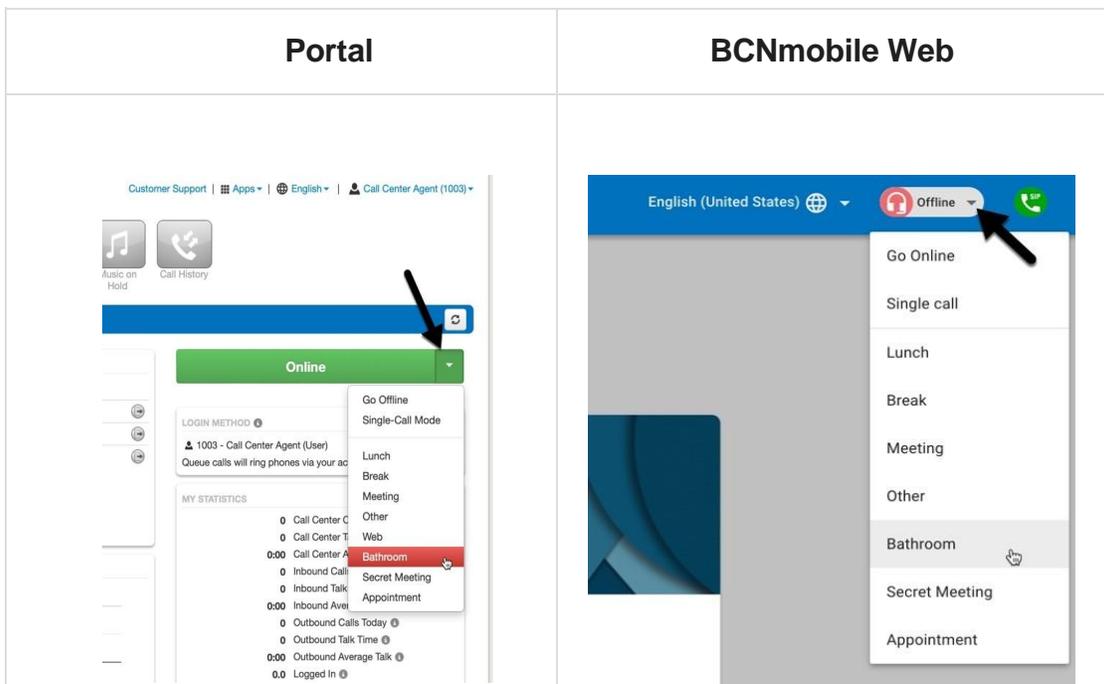
2. In the Call Center Settings modal, navigate to the "Custom Statuses" tab.
 - Click on the blue + symbol to add a new custom agent status. There are a maximum of 8 custom statuses that can be added. Each status can be no

longer than 20 characters. Remember that all custom statuses indicate that the user is "offline" on reports.

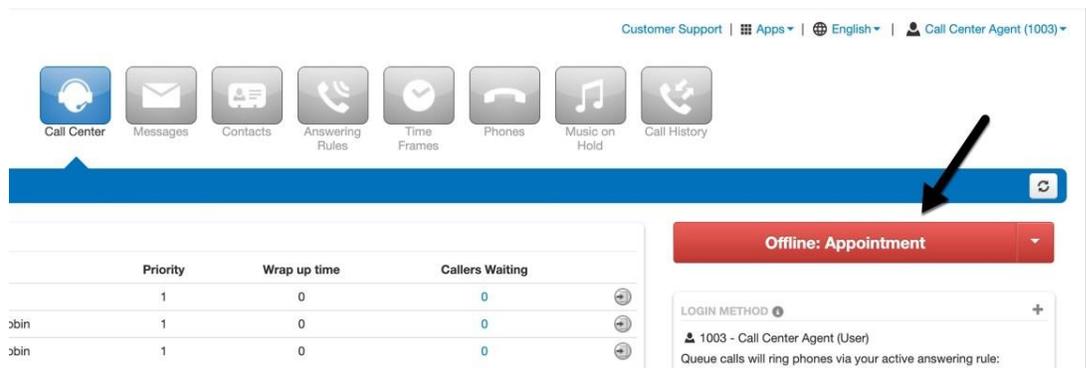
- Click on the **pencil** icon to edit an existing custom status.
- Click **Save** to finish making changes.



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.



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



The screenshot shows a call center agent's dashboard. At the top, there are navigation links for "Customer Support", "Apps", "English", and "Call Center Agent (1003)". Below this is a row of icons for "Call Center", "Messages", "Contacts", "Answering Rules", "Time Frames", "Phones", "Music on Hold", and "Call History". A blue bar with a refresh icon is below the icons. A red dropdown menu is open, showing "Offline: Appointment". Below the menu is a table with columns "Priority", "Wrap up time", and "Callers Waiting".

	Priority	Wrap up time	Callers Waiting
	1	0	0
obin	1	0	0
obin	1	0	0

Below the table is a "LOGIN METHOD" section with a plus icon. It shows "1003 - Call Center Agent (User)" and a note: "Queue calls will ring phones via your active answering rule:".

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

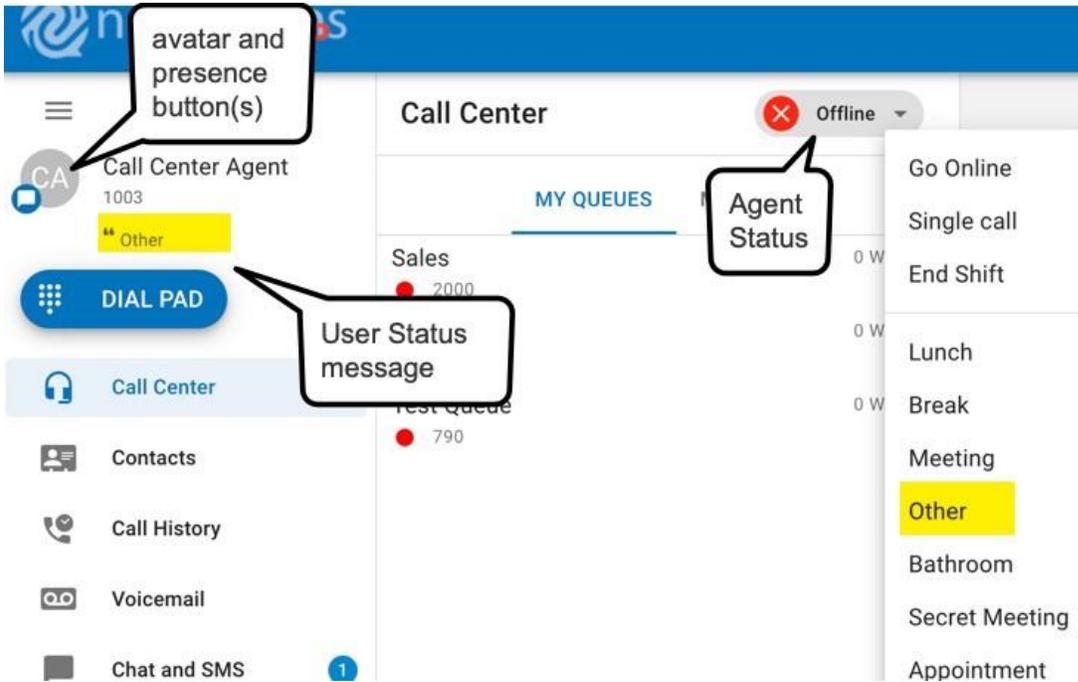
For instance, in this first example, the Agent changes their status to

"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".

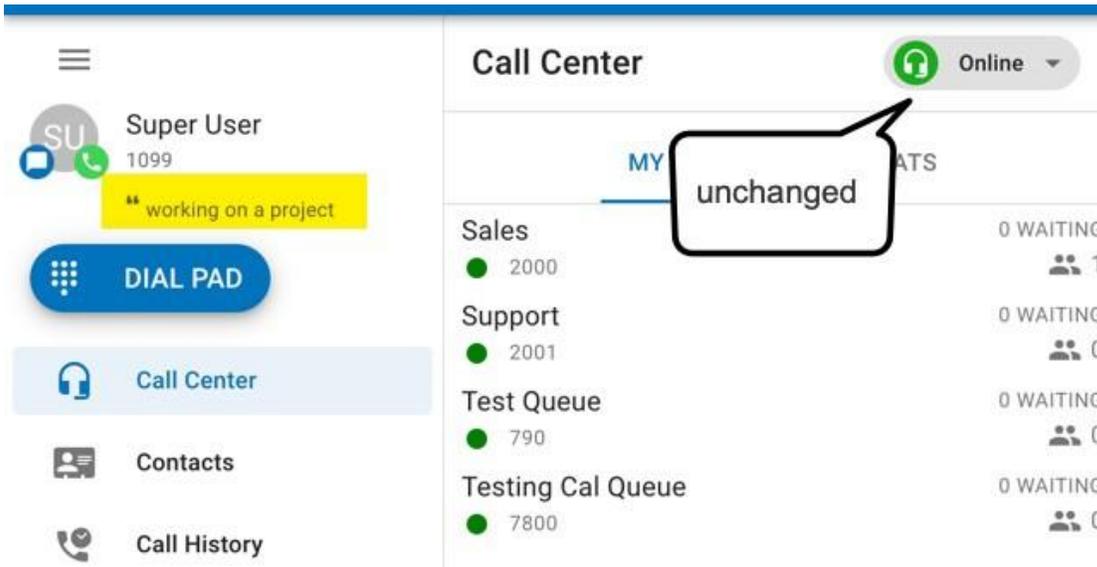


- If a user changes their status message and moves their agent status to "go online", "single call", or "end shift", depending on the version, different behavior is to be expected.



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.

The screenshot displays the 'Call Center / Reports' interface. The 'Agent Availability' tab is selected. A 'Table Settings' dialog box is open, allowing the user to choose which columns to show in the report. The dialog box contains the following options:

- Extension
- Domain
- Department
- Logged In (L)
- Available (AM)
- Unavailable (JM)
- Lunch (L)
- Break (B)
- Meeting (M)
- Other (O)
- Web (W)
- Bathroom
- Secret Meeting
- Appointment

The background shows a table with columns for Ext., First, Last, and Department. The data rows are as follows:

Ext.	First	Last	Department
654	Bev	Smith	
901	Steve	Smith	Sales
1000	Reseller	User	
1001	Office	Manager	
1002	Call Center	Supervisor	
1003	Call Center	Agent	



- 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.

Ext.	First	Last	Department	U	AM	L	B	M	Bathroom	Secret Meeting	Appointment
854	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

Appointment
Total time an agent status is Appointment

