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Workspace Desktop Edition Deployment Guide

Managing Agent Status

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Managing Agent Status

Interaction Workspace provides options that enable agents to control their status. Use these options to populate the Interaction 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

Interaction 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)

Other configurable agent privileges include the following:

- Refine advanced login parameters, when applicable (for example, Place, and Queue)

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

You can set automatic not-ready reasons for individual channels by media-type at login time. Use the `login.<media-type>.auto-not-ready-reason` option to specify the Not Ready Reason code that is displayed for the specified channel. If the `login.<media-type>.is-auto-ready` option is set to true, the `login.<media-type>.auto-not-ready-reason` is ignored.



Note: 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.