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Workspace Desktop Edition Deployment Guide

Managing agent status

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[**Modified:** 8.5.124.08]

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)

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 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.

- `login.<media-type>.auto-not-ready-reason`: Specifies 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.

Voice Channel status

[**Modified:** 8.5.124.08]

You can configure Workspace to automatically set the agent status to the former status when an agent clicks **Done**. 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 their status. [**Added:** 8.5.103.10]

- `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**.

For SIP Server environments, you can control whether agents can request an extension to After Call Work by using the following option: [**Added:** 8.5.124.08]

- `voice.after-call-work-extension`: Specifies that the After Call Work state is unrestricted, can be extended, or is restricted to the interval specified in the [SIP Server Emulated Agents](#) configuration, pps. 251-252; Wrap-up time configuration is also explained on p. 546.

Important

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