How to Change Agent Status

SMART QUEUE

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How to Change Call Center Agent Availability

Agent status (or agent availability) is a standard setting in Smart Queue, AVOXI’s virtual call center software solution. This setting allows agents to **pause** or **unpause** their activity while logged into the system.

With Smart Queue, agents can select the pause reason from a dropdown menu. This provides call center managers with better visibility into the activity and availability of their agents.

When agents are placed in the **pause** mode, they will not receive calls from the queue.

Need to add customized agent statuses to your virtual call center software solution? Contact your dedicated AVOXI Account Manager. Our experienced team of project managers and engineers will work with you to create a completely customized virtual call center platform.

**Ready to learn how to change agent status?** Let’s get started.
1. Navigate to the main agent screen, and select the Pause button.

2. A new window will appear and prompt you to confirm your agent extension. After you have re-entered your extension, select the pause reason from the dropdown menu.
3. After you have selected your pause reason, click Run.

4. When the screen refreshes, you will see that your activity has been paused.
5. To rejoin the queue(s) in which you were previously active, simply select **Unpause**.

6. A new window will appear and prompt you to confirm your extension. Once you have re-entered your extension, click **Run**.

7. When the screen refreshes, your agent status will be active, and you will be able to receive calls from the queue.