







Agent Status

Click on a number in column *Agents Logged on* in Queue overview to see *Agent status*:

| 1. Sales ✕ | | |
|-------------------------|--------------|--|
| Name | Phone Number | Status |
| Paal Agent | Softphone |   Connected (Sales) |
| John Doe | 21490547 |   Pause (Administration) |
| Paal Admin | 12345678 |   Pause (Meeting) |

For agents in status Connected we show the queue in brackets, unless the caller is put on hold, the agent is in a consult call or agent-to-agent call, or if this is an outbound call where the called party has not yet answered.