

Max time per pause reason

If you want to try to limit how long pauses agents can have per day, you can define a maximum time for one or more pause reasons, e.g. max. 30 minutes for Break.

A column called *Max time per day* is shown on page **Users - Pause reasons** only if the [Agent application property Enable Max time per pause type](#) is turned ON.

Home » Users » Pause Reasons

Pause Reasons ?

	Max time per day
Administration	
Lunch	30
Meeting	
Training	
Break	30
Paused by Administrator	

+ Add Pause Reason Save Changes Undo changes

The defined *Max time per day* for a Pause reason is applied to agents with this property turned ON, and not all user groups/agents need to have it ON.

When an agent with this property turned ON wants to choose a pause reason, pause reasons with a defined max time are not shown if the agent so far today has spent more than the defined max time in that pause reason.