Agent Status Timeouts

An agent in status *Busy / No answer / Wrap-up* will return to status *Ready* when the agent status timeout is over, or when the agent clicks *Ready*.

The different timeouts:

- **Busy status timeout** - Agent status will change to Busy for X seconds when a call is set up to the agent and Puzzel receives a busy signal, or if the agent clicks *Reject* when a call/written request is being offered. The agent will not receive a new request before the Busy status timeout has ended or agent has clicked *Ready*.

- **No answer status timeout** Agent status will change to No answer for X seconds if a call (chat/email/social request) is offered to the agent and he/she does not do anything within the pre-defined offer time (Offer call/chat/email to agent sec). The agent will not receive a new request before the No answer status timeout has ended or agent has clicked *Ready*.

- **Wrap-up status timeout phone** How long the agent should have status Wrap-up after he/she has hung up the phone. We strongly recommend that this value be set to at least 30 sec. If most agents need 10-60 seconds wrap-up, but sometimes they need 5 minutes, we recommend that wrap-up status timeout be defined to 5 minutes, since agents should click *Ready* when they are finished with wrap-up.
  Alternatively, set the predefined Wrap-up status timeout short (e.g. 30-60 sec) and allow agents to extend wrap-up (see Users - Products - Agent application).
  The time spent in status wrap-up is reported in historical statistics reports and in Ticker (AHT includes wrap-up). We do not recommend defining a Pause reason titled e.g. Extra wrap-up, since the time in a Pause reason is not included in the reported Wrap-up time (nor AHT) in Ticker and Statistics reports.
  Please note you can also pre-define a **wrap-up time per phone queue** on page *Services - Queues* under System Queue Settings. If an agent answers a call from a queue with a predefined Wrap-up status timeout, the queue's wrap-up time is used instead of the Wrap-up status timeout pre-defined on this agent.