







## Agent Status

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

1. Sales <span>✕</span>		
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.