

Agent Details

On the Queue overview page, click on **Agent** in the Agent column for a queue row to open the Agent details page for this queue.

Home » Real-time » Queue Overview » Business Center

Overview of Agents: Business Center

	Ready	Connecting	Connected	Busy	Wrap-up	No answer	Pause	Logged off
Agents	2	0	3	0	3	0	2	55

Agent Details: Business Center

Filter: Filter table...

Name	Phone Number	Skills	Status	Status Duration	Change Status
[Agent]	Softphone	[Skill]	Ready (0)	0:59	Log off Set Pause
[Agent]	Softphone	[Skill]	Ready (0)	1:00	Log off Set Pause
[Agent]	Softphone	[Skill]	Connected (1) ([Duration])	0:53	Log off Set Pause
[Agent]	Softphone	[Skill]	Connected (0) ([Duration])	5:11	Log off Set Pause
[Agent]	Softphone	[Skill]	Connected (0) ([Duration])	7:58	Log off Set Pause
[Agent]	Softphone	[Skill]	Wrap-up (0)	1:43	Log off Set Pause
[Agent]	Softphone	[Skill]	Wrap-up (0)	2:06	Log off Set Pause
[Agent]	Softphone	[Skill]	Wrap-up (0)	0:33	Log off Set Pause
[Agent]	Softphone	[Skill]	Pause (0) (Admin time)	5:28	Log off Set Ready Change pause
[Agent]	Softphone	[Skill]	Pause (0) (Admin time)	1:00:29	Log off Set Ready Change pause
Asta Venho (s1079)	Softphone	[Skill]	Ready	59:49	Log off Set Pause
Taina Lindgren (s8786)	Softphone	[Skill]	Connected (1) ([Duration])	16:34	Log off Set Pause
Elena Helme (s9439)	Softphone	[Skill]	Pause (1) (Training)	7:24	Log off Set Ready Change pause
Anette Kuusma (s2025)	Softphone	[Skill]	Logged off (0)	25:10	Log on

This page is divided into two parts:

- **Overview of agents:** Shows the number of agents per status. If your solution includes any group numbers, they are shown in separate rows
- **Agent details:** A list with information about each agent logged on to the chosen queue. Rows (agents) that are in grey represent agents who have been logged on to this queue earlier. In the **Change status** column;
 - If you click *Log off* or *Set ready* for an agent, the agent's status will change immediately.
 - If you click *Set pause* or *Change pause* for an agent, a popup window will appear where you can select a pause type before you confirm.

Home » Real-time » Queue Overview » 2. Support

Overview of Agents: 2. Support

	Ready	Connecting	Connected	Busy	Wrap-up	No answer	Pause	Logged off
Agents	1	0	0	0	0	0	0	12

Agent Details: 2. Support

Filter: Filter table...

Name	Phone Number	Skills	Status	Status Duration	Change Status
paal-agent (paal-agent)	Softphone	Phone Support	Ready (0)	1:08	Log off Set Pause
Andreas Wallin (anwa)	Softphone	Chat		6:59:39	Log on
Asen Tahchivski (asent)	Softphone	Social Media		6:18:00	Log on
Bob Builder (agent101)	Softphone	Profile X		8:53:27	Log on
Christian Thorsrud (thochri)	Softphone	Chat		6:01:09	Log on
Farhad Fatemi (Farhad)	Softphone	E-mail		6:01:04	Log on
Jo Sverre Lindem (linjos)	Softphone	E-mail		6:32:59	Log on
Kristian Yarrang (varkri)	Softphone	All Phone Queues	Logged off (0)	28d 00:34:51	Log on

Set Pause

Set status to pause for user: paal-agent

Administration

Confirm

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

If an agent clicks Pause (or Log off) while being connected (not recommended!), this agent will here be shown with status Paused (or Logged off), even if the agent's status is [Paused and Connected] or [Logged off and Connected]. Agents should click pause (or log off) while in status wrap-up or ready.

By clicking on an agent's name, this agent's Ticker is opened.

Status duration and written requests

An agent who can answer written requests in Puzzel will be shown with status *Ready (N)* or *Busy (N)* when having N active written requests and no active call. The value for *Block phone if > x written requests* decides when status changes from *Ready* to *Busy*. Please note that *Status duration* is not reset on this page when an agent changes from *Ready (x)* to *Ready (y)* or from *Busy (x)* to *Busy (y)*, so you can't always tell when the agent last time received or finished a written request. However, when allocating calls and written requests to agents, we keep track of when agents received/finished the last request.