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.