

Pause reason

If your Puzzel solution uses different **Pause reasons**, by default all agents will see all pause reasons in the Agent application's status selector.

If some agents should not see all the defined pause reasons, you can define one or more resource filters containing a selection of pause reasons, and then assign these resource filters to the relevant user groups.

Please note that a resource filter containing Pause reasons does not limit what Pause reasons a user will see in **Admin Portal** on page *Users - Pause reasons*.

(If we limited what Pause reasons a user saw in Admin Portal based on a resource filter, a user with such a filter assigned who created a new Pause reason would experience that the new Pause reason disappeared after saving it).