



**SCOPSERV**  
INTERNATIONAL INC.

ScopTEL™ IP PBX Software  
ACD Pause Codes Usage



## About ACD Pause Codes

Pause Codes are used to make a LOGGED agent Unavailable/Available during the course of an agent's shift.

Pause Codes are advantageous because an agent should only LOGIN when they start their shift and LOGOUT when they end their shift and use the Pause Code to make themselves Unavailable/Available to their assigned QUEUES during their shift. If the Call Center Manager needs to see how much time in an Agent's shift the Agent was not available due to breaks or other reasons Pause Code Tags can be appended to each Pause Code usage by each Agent before and after each activity.

Pause Codes are generally pre-defined by the Call Center Manager and each Pause Code number is associated with an activity.

Examples:

Pause Code 0001 = BREAK

Pause Code 0002 = LUNCH

Pause Code 0003 = BATHROOM



## ACD Pause Codes Configuration

First you must define ACD Pause Codes in Telephony

- 'Agent Pause' is the code used by the Agent to Pause their Available/Unavailable status in all Queues in which the Agent is a Member
- An Agent can use the Pause Code and a Pause Reason appended to the Pause Code Feature Code.

Examples:

- Agent Dials \*901 to Pause or Un-Pause if they are already Paused.
- Agent Dials \*9010001 to Pause and add Tag 0001 Reason to the ACD Pause Code Report
- Agent Dials \*9010001 to Un-Pause and add Tag 0001 Reason to the ACD Pause Code Report if they are already Paused

Agent (ACD) Access Codes	
Route By Agent :	Disable
Direct Agent (ACD) :	*903
Agent Login :	*900
DND on Agent Logout ? :	No <i>If checked, DND will be set to the extension logging out an agent and unset when logging in.</i>
Agent Login (External) :	*897
Class of Service :	System Default Default: System Default
Use Incoming CallerID for External Agent ? :	No <i>If not checked, an external agent will be prompted to enter the phone number to be called.</i>
Agent Pause :	*901
DND on Agent Pause ? :	No <i>If checked, DND will be set to the extension pausing an agent and unset when unpausing.</i>
Pause Tag/Code :	*902



## ACD Pause Codes Configuration

'Pause Tag/Code' is a code the agent can dial when the Agent is **already** Paused and append the Tag Code Reason.

Examples:

- Agent Dials \*9020001 to add Tag 0001 Reason to the ACD Pause Code Report

Agent (ACD) Access Codes	
Route By Agent :	Disable
Direct Agent (ACD) :	*903
Agent Login :	*900
DND on Agent Logout ? :	No <i>If checked, DND will be set to the extension logging out an agent and unset when logging in.</i>
Agent Login (External) :	*897
Class of Service :	System Default Default: System Default
Use Incoming CallerID for External Agent ? :	No <i>If not checked, an external agent will be prompted to enter the phone number to be called.</i>
Agent Pause :	*901
DND on Agent Pause ? :	No <i>If checked, DND will be set to the extension pausing an agent and unset when unpausing.</i>
Pause Tag/Code :	*902



## ACD Pause Codes Configuration

You must also Add a new Tag/Pause Code for each Code in the Queues and Agent: Tag/Pause Code Tab

**Queues and Agents: Tag/Pause Code**

Call Queues Agents Agent Groups Queue Rules Skill Based Routing Queues (ACD) Callback **Tag/Pause Code**

**Pause Code:** [1 to 3 of 3] [+ Add a new Tag/Pause Code](#)

Search:  [Search](#)

<input type="checkbox"/>			Name	Tag	Description	Tenant	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>			0001	BREAK		debcomainbtn	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>			0002	LUNCH		debcomainbtn	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>			0003	BATHROOM		debcomainbtn	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



## ACD Pause Codes Configuration

Then you will be able to generate a Report similar to this

