



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 them 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 Features Code 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

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 Usage

‘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

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

The screenshot displays the ScopTEL ACD Pause Codes Configuration interface. The main window, titled "ACD Pause Codes (grid)", shows a table with columns for Agent, Pauses, Duration, Pauses ratio, and Pauses Time ratio. The data is grouped by pause code: 0001 (BREAK) and 0002 (LUNCH). For each code, there is one entry for Agent 1 (Reception) with 1 pause, a duration of 1:54:18, a 50% pause ratio, and a 100% pause time ratio. A secondary window, titled "Agent Pauses for Agent 1 (Reception) and code 0002 (grid)", shows a detailed report for Agent 1 on 2017-06-20, with a single entry for code 0002 (LUNCH) with a start date of 2017-06-20 15:12:59, an end date of 2017-06-20 15:13:12, and a paused time of 0:00:13.

Agent	Pauses	Duration	Pauses ratio	Pauses Time ratio
0001 (BREAK) (1 item)				
1 Agent 1 (Reception)	1	1:54:18	50%	100%
0002 (LUNCH) (1 item)				
2 Agent 1 (Reception)	1	0:00:13	50%	0.2%

Start Date	End Date	Paused Time
2017-06-20 15:12:59	2017-06-20 15:13:12	0:00:13

