



What's New?

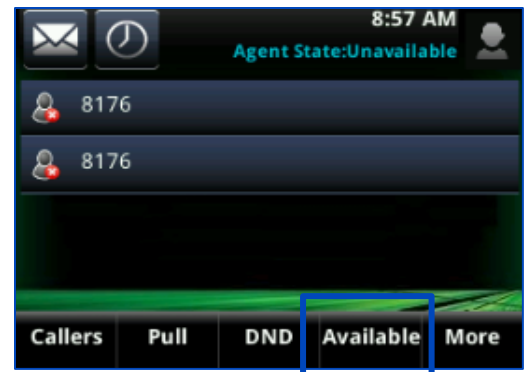
Administrator Portal

## Contact Center Supervisors and Agents

Effective 4/4/19

If a Contact Center (queue) call is not answered by an agent, or supervisor acting as an agent, the system now automatically places that agent in "Unavailable" status. This prevents queue calls from continually ringing to an agent that is not present.

- Upon the agents return, they need to press or tap the "Available" soft key, to again receive calls from the queue.



**\*\*Be sure to share this enhancement with your staff, so they're aware they need to make themselves available if they stepped away from their desk.**