


**Desktop: Agent State Changes**

<b>Problem Summary</b>	What valid state changes can an agent make from the agent state dropdown menu?
<b>Error Message</b>	Invalid state change.
<b>Possible Cause</b>	N/A
<b>Recommended Action</b>	<p>All agents can change their states as follows:</p> <ul style="list-style-type: none"> <li>• From: Ready (Available) To: Not Ready</li> <li>• From: Not Ready To: Ready (Available)</li> <li>• From: Not Ready To: Logout</li> <li>• From: Not Ready To: Not Ready with a different Reason Code</li> <li>• From: Talking on an incoming or outbound call To: Not Ready</li> <li>• From: Talking on an incoming or outbound call To: Ready (Available) if wrapup is not allowed or is optional.</li> <li>• From: Work (CCE only) on an incoming or outbound call To: Not Ready</li> <li>• From: Work (CCE only) on an incoming or outbound call To: Ready (Available) if wrapup is required or is optional.</li> </ul> <p> <b>Note:</b> The WORK_NOT_READY agent state is not supported in Cisco Finesse. The following supported states are changed as a result of call events. The agent does not control them or actively select them in the Desktop:</p> <ul style="list-style-type: none"> <li>• Busy Other(CCE only)</li> <li>• Reserved</li> <li>• Unknown (CCE only)</li> <li>• Active (CCE only)</li> <li>• Paused (CCE only)</li> <li>• Interrupted (CCE only)</li> <li>• Not Active (CCE only)</li> </ul>
<b>Release</b>	Release 8.5(1)
<b>Associated CDETS #</b>	None