


Desktop: Agent State Changes

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