
Agent State Management for Administrators

User Guide

Agent State Management for Administrators is an enhancement to the existing account management application on the LiveOps Platform that enables administrative users with certain functional access to alter the current state of online agents.

Agent State Management for Administrators User Guide

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0. Introduction

Overview

The Cloud Contact Center is a multi-tenant cloud technology that permits agents and management utilizing the platform to be physically distant from one another. This provides enormous flexibility, but requires a set of tools to address the potential distance. In some cases, this means providing administrators with controls to remotely take agents off the platform, or change eligibility for inbound or outbound calls. Agent State Management for Administrators is an enhancement to the existing account management application on the LiveOps Platform that enables administrative users with certain functional access to alter the current state of online agents.

In this chapter...

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What's New?

This is the first release of the *Agent State Management for Administrators User Guide*. All information in this guide is new and original.

About This Guide

This document contains two chapters:

- Chapter 1 describes the usage and functionality of Agent State Management for Administrators.
 - Chapter 2 provides real-world usage examples.
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Intended Audience

This Agent State Management for Administrators User Guide is intended to be used by Contact Center agent management users.

What You Should Know Before You Begin

To get the most out of this Agent State Management for Administrators User Guide, readers should have some basic knowledge and familiarity with the LiveOps Cloud Contact Center platform. For all users, this means:

- Knowing how to sign into the platform with your user name and password
 - Having a solid grasp of Contact Center objects and terminology: e.g., Programs, Campaigns, Agents, Routing Attributes, Pools, etc.
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Typographical Conventions

Throughout this guide, we use font color to denote the following:

- **Commands, button or menu names**
- **Terms and concepts** as they are introduced for the first time
- *Method or variable names*
- User input
- *Table or Figure caption*

In addition, we use a few icons to call out helpful information:

 **Tip**—advice or suggestions that will make your experience with the product more effective or enjoyable.

 **Note**—A possible catch or "gotcha" to watch out for or keep in mind.

 **See Also**—a reference to further reading material or resources.



Denotes the end of a long series of steps in a procedure. This ensure you don't miss any steps if the list is longer than will fit on a single screen. This is often omitted for short procedures.

If a term appears as a [green link](#), you can follow that to see the [Contact Center Glossary](#) entry for that term.

Finally, you can easily navigate throughout the *Agent State Management for Administrators User Guide* using the breadcrumb links at the top of each page, or you can jump to the next or previous chapters using links at the top and bottom of each chapter.

Further Reading

If you are new to the LiveOps Cloud Contact Center platform, you can find additional background reading in the [Admin Quick Start Guide](#). You'll find this and other useful documentation under the Contact Center Help Menu, in the User Guides section.

Contact Info


If you have comments or suggestions on this document, please email them to techpubs@lists.liveops.com.

1. Using Agent State Management for Administrators

1.1 Current Functionality

Agent State Management for Administrators provides the following functionality:

- Log off agents currently connected to the platform
- Move agents from an available state to a pre-defined unavailable state
- Move agents from any unavailable state to an available state
- Move agents between eligibility for Inbound, Outbound, mixed, or Dialout calls, based on the capabilities of the specific agent
- Extend current agent management interfaces
- Notification to agents when administrators have made a state change.¹

 See the *Limitations* section for an important note about this feature.

In this chapter...

1. Current Functionality
2. Planned Functionality
3. Use Cases
4. Limitations
5. Enabling Agent State Management
6. Offline/Unavailable Reasons
7. Agent State Management Features
8. Integration Features

1.2 Planned Functionality

No additional functionality is currently planned for this feature.

1.3 Use Cases

There are three primary use cases for Agent State Management for Administrators:

- Quickly move agents doing non-call related work or secondary dial-out calls into Inbound availability when queues lengthen
- Directly address work avoidance techniques
- Fully log agents off whose shifts have ended and who have left

1.4 Limitations

- When using the LiveOps Phone Panel, state changes to online availability (e.g. Unavailable to Inbound, Inbound to Dialout) do not provide a statement that an administrator made the state change to an agent. The new state is visible to the agent, but with no notice as to why the change occurred.
- When using a CTI tool other than the LiveOps Phone Panel (Desktop API, CRM CTI adapters,) no state changes (e.g. Unavailable to Inbound, Inbound to Dialout) provide statements as to why the change occurred.
 - We are investigating this limitation and may address it in future versions.
- See section 11.2 CTI Support for information about support for Agent State Management in LiveOps Phone Panel, Desktop API, and CRM CTI Adapters.

1.5 Enabling Agent State Management

Agent State Management for Administrators is enabled by LiveOps Professional Services for the user groups you specify.

1.6 Offline/Unavailable Reasons

Unavailable Reason

When an agent is set Unavailable by an administrator, the system assigns a global Unavailable Reason called "Set Unavailable by Supervisor."

Offline Reason

When an agent is set Offline by an administrator, the system assigns a global "Unavailable Reason" called "Set Offline by Supervisor." Because the agent is offline, this reason will never have an associated duration.

1.7 Agent State Management Features

