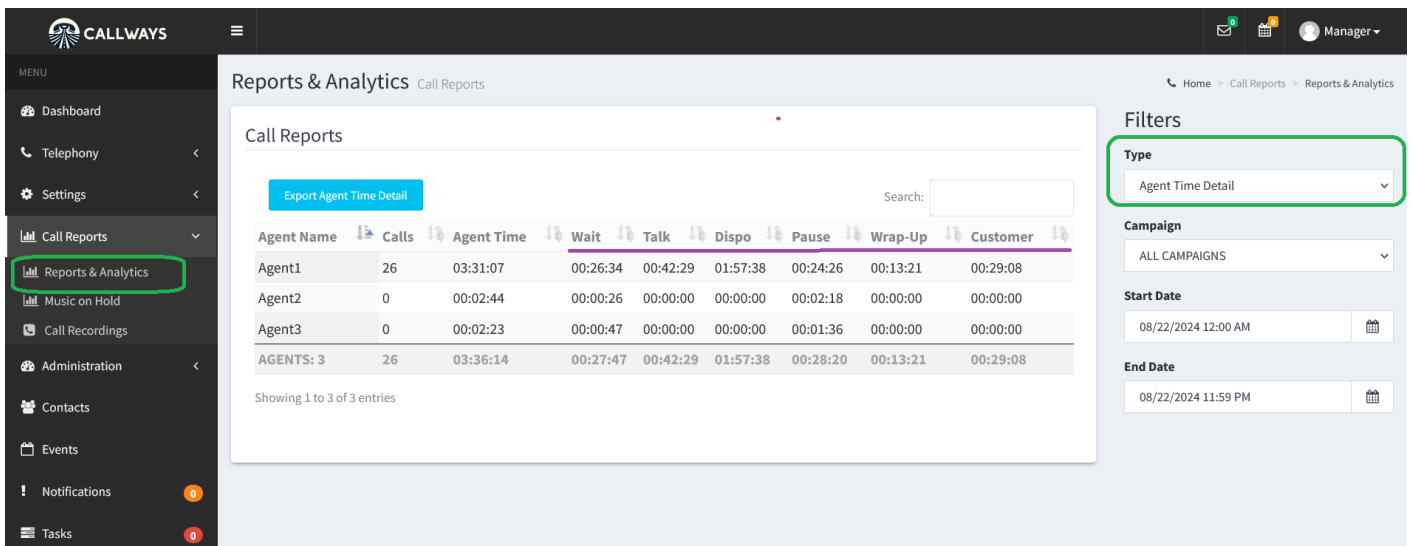# Understanding Agent Statuses

In the Callways Dialer system, agents operate in various statuses throughout their shift. Each status reflects the agent's current activity or availability, which is crucial for both monitoring performance and managing workflow. Below is an explanation of each status:

You can access to the Agent Time Details to check the Agent Status Details visiting the "Reports & Analytics" in "Call Reports" section in the lateral bar of the system, and selecting the Report type: "Agent Time Details" as shown in the next image:

1. **Wait**

Definition:
The "Wait" status indicates that the agent is available but not currently engaged in a call. During this time, the system might be searching for the next call to connect to the agent. This status is a sign that the agent is ready to take the next available call and is waiting for the dialer to assign one.

Use Case:

- Agents are in "Wait" status between calls.
- Typically occurs when there is a lag between calls being available for dialing.
- The agent is effectively on standby.

2. **Talk**

Definition:
The "Talk" status shows that the agent is actively engaged in a conversation with a customer. This status is crucial as it represents the core activity of the agent's role: speaking directly with customers.

Use Case:

- The agent is in the middle of a live call with a customer.
- Any interaction that requires the agent to communicate with the customer falls under this status.

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3. **Dispo**

Definition:
"Dispo" stands for Disposition. This status is where the agent categorizes the outcome of the call they just completed. The disposition chosen might indicate if the call was successful, if a callback is required, or if the customer was not reached.

Use Case:

- After ending a call, the agent selects a disposition to log the outcome.
- Helps in categorizing calls for reporting and follow-up purposes.

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4. **Pause**

Definition:
The "Pause" status indicates that the agent has temporarily stepped away from taking calls. This might be due to a break, a meeting, or any other reason that requires the agent to be unavailable for new calls.

Use Case:

- Agents use the "Pause" status when taking breaks.
- It's important to monitor this status to ensure agents are not paused longer than necessary.

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5. **Wrap-Up**

Definition:
"Wrap-Up" refers to the time an agent spends after a call has ended to complete necessary tasks related to that call. This might include logging call notes, entering information into the system, or

performing any immediate follow-up actions.

Use Case:

- After hanging up, the agent might need a few moments to update records or complete notes.
- Ensures that the call is properly documented before moving on to the next.

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6. **Customer**

Definition:
The "Customer" status is used when an agent is performing a task that directly involves a customer but does not involve talking on the phone. This could include activities such as sending emails or working on a customer's case in the system.

Use Case:

- Used when agents are handling tasks that are directly related to a customer but outside of a live call context.
- Important for tracking all customer-related work, not just phone interactions.

Conclusion

Understanding these statuses is essential for optimizing the workflow within the Callways Dialer system. Each status serves a specific purpose, ensuring that every stage of the agent's workday is accounted for, and that management can effectively monitor and support the agents. Properly using and managing these statuses leads to improved efficiency, better reporting, and a smoother operation overall.