



## Agent States

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## Agent Call Options

As an agent, you can change the following agent states:

- Ready
- NotReady
- Wrapup

Note that the information in this section does not describe automatic agent state transitions (such as Ready or NotReady to Talking) that occur by means other than the selection of Agent State control buttons.

**Caution:** When on an Aspect ACD, an agent on a call must not select Ready or Not-Ready as this causes the agent to be disconnected. This is an Aspect ACD behavior.

## Change to Ready State

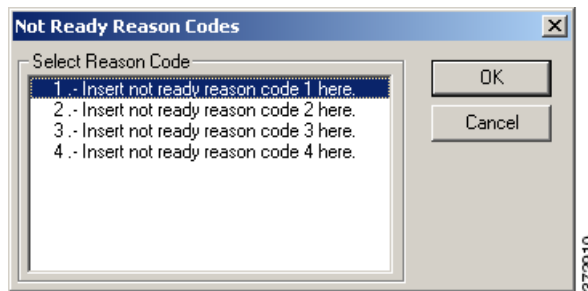
If **Ready** is enabled, you are in a valid state to go to Ready. To enter the Ready state, click **Ready** while in NotReady state.

On entering Ready state, the agent is ready to accept ACD calls.

## Change to NotReady State

If **NotReady** is enabled, you are in a valid state to go to NotReady. To enter the NotReady state, click **NotReady**. Depending on your configuration, a dialog box may appear when you click **NotReady**.

*Figure 1: Not Ready Reason Codes Select dialog box*



This dialog box includes a list of defined reason codes. Highlight a reason code in the list and click **OK**.

On entering NotReady state, you cannot accept an ACD call, but you can still receive calls made to your direct extension. On some switches, you can still receive calls made to your Agent ID.

## Change to Wrapup State

Depending on your switch and how your administrator has configured your agent profile, following are two possible ways to enter Wrapup state:

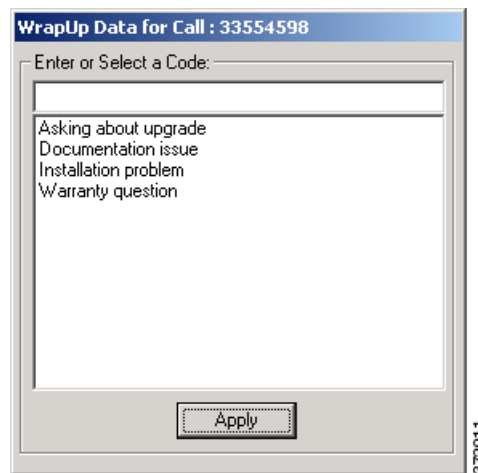
- You automatically enter into wrapup state on completion of a call.
- You click **Wrapup** to either go immediately to the Wrapup state or go to Wrapup state after completion of the current call.

**Note**

In a Unified CCE environment, an administrator defines an agent's Work Mode on Incoming and Work Mode on Outgoing values on the Configure ICM Agent Desk Settings List screen. See the *Cisco IP Contact Center Enterprise Edition Administration Guide* at <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-maintenance-guides-list.html> for details.

When you enter Wrapup state, a Wrapup dialog box appears.

**Figure 2: WrapUp Data Selection dialog box**



In a Unified CCE environment, the settings your administrator has defined in the Configuration Manager Agent Desk Settings screen determine if **Apply** is disabled until you enter data.

You may select one of the displayed choices or enter something different in the edit box. Alternatively, you may enter wrapup data in the WrapUp column of the Call Information grid any time a call is displayed.

An agent who is in the Wrapup state is unable to accept ACD calls.

