

Manage an Agent's Status in a Queue

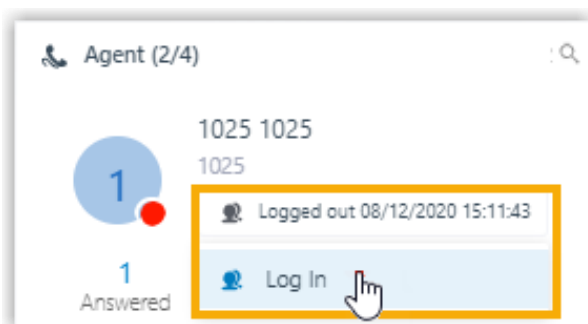
As a queue manager, you can change an agent's status remotely. This topic describes how to log an agent in to a queue, log an agent out of a queue, pause agents' service, and unpause agents' service.

Prerequisites

- Only a Queue manager can change agents' status.
- To change agents' status, **Switch agents' Status** permission is required.

Log an agent in to a queue

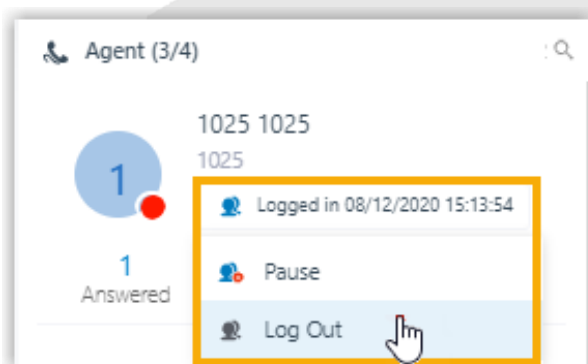
1. In the Linkus Web Client, go to **Queue Panel**.
2. On the **Agent** panel, hover your mouse over the logged-out agent.
3. Click the agent status.
4. Click **Log in**.



Log an agent out of a queue

Note: The static agent cannot log out of a queue.

1. On the **Agent** panel, hover your mouse over the logged-in agent.
2. Click the agent status.
3. Click **Log out**.

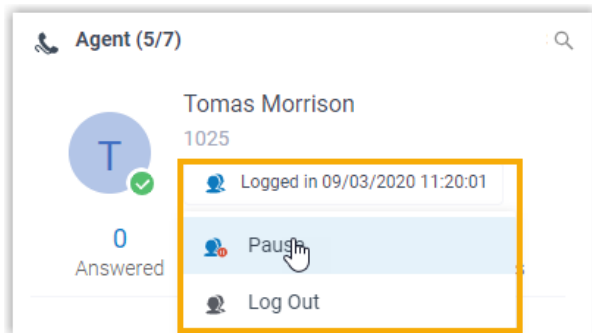


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Pause an agent's service

1. On the **Agent** panel, hover your mouse over the logged-in agent.
2. Click the agent status.
3. Click **Pause**.

The system will not distribute queue calls to the paused agent.



Unpause an agent's service

1. On the **Agent** panel, hover your mouse over the logged-in agent.
2. Click the agent status.
3. Click **Unpause**.

The agent becomes available to receive queue calls.

