IP Office Technical Bulletin

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Region: **GLOBAL**

Call Center View Agent Appearances w/ Multiple Groups

When Call Center Agents belong to multiple Hunt Groups the IP Office will allow agents to log in and out of ALL hunt groups or by individual hunt groups, either via the phone set or the Phone Manager Pro application.

The result of these actions is explained in the following examples:

On Compact Contact Center, if Agent 1 is logged into three groups (A, B, and C) simultaneously, their real-time status is displayed correctly as the agent works through the various states (ready, incoming, outgoing, Busy Not Available, Busy Wrap Up) (See Figures 1&2).

When an agent logs out of an individual group (Group A), and is still logged into the other groups within Compact Contact Center, their status is reflected properly in the two groups they are still a member of, but their status is removed from the group they have logged out of (See Figure 3).

This change does not affect the collection of statistics for the agent.

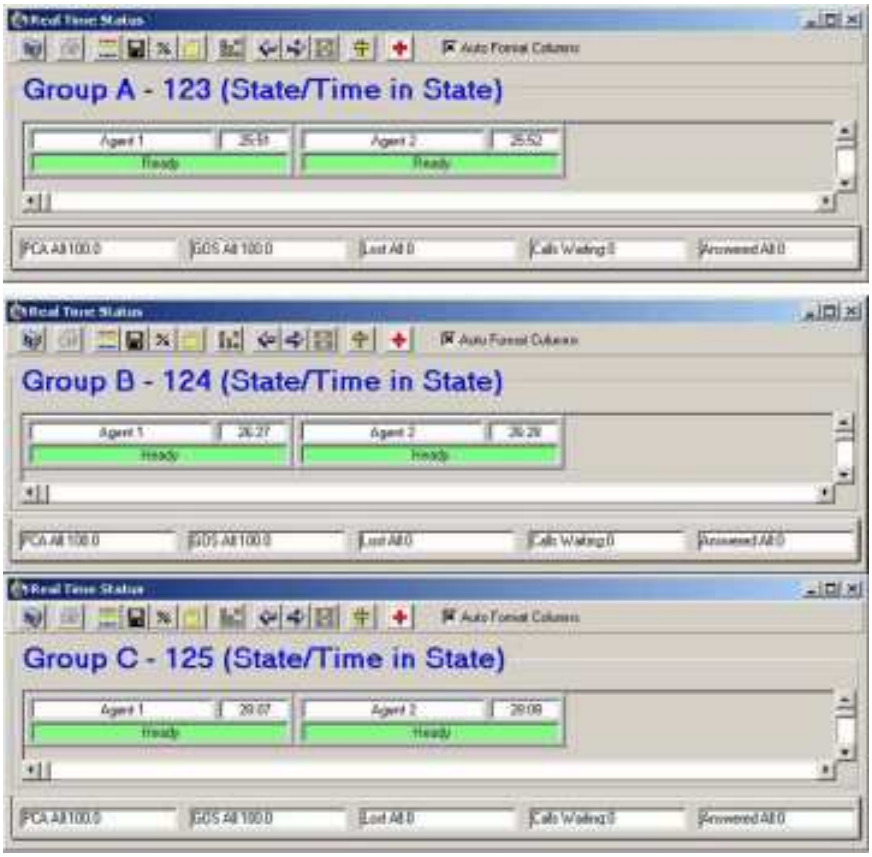

Figure 1

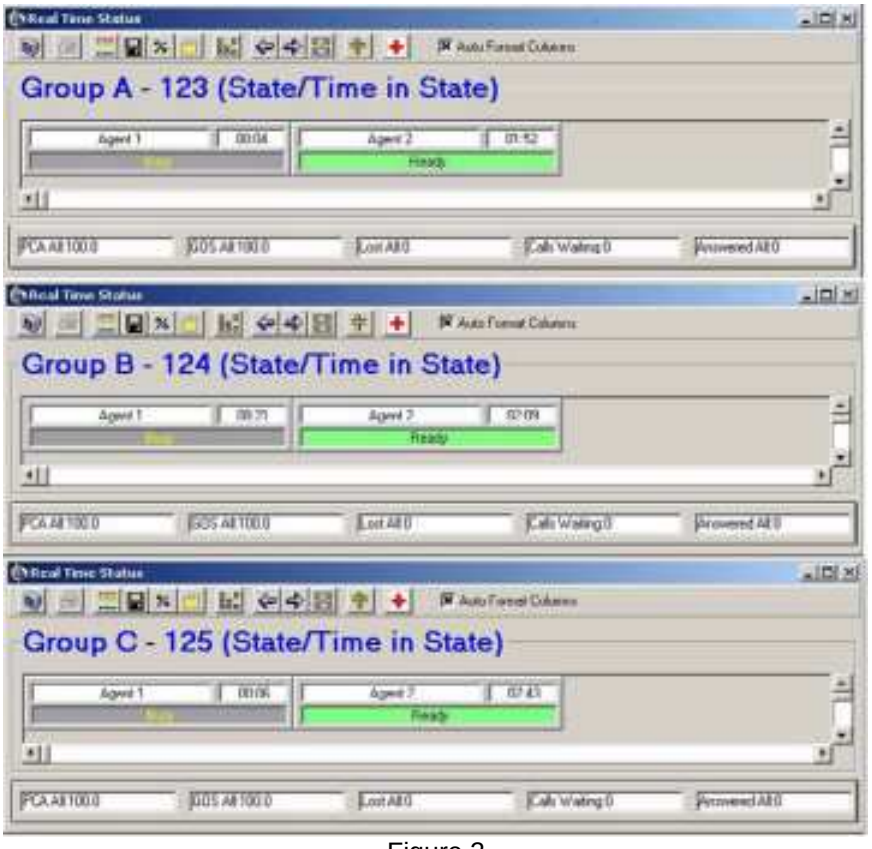

Figure 2

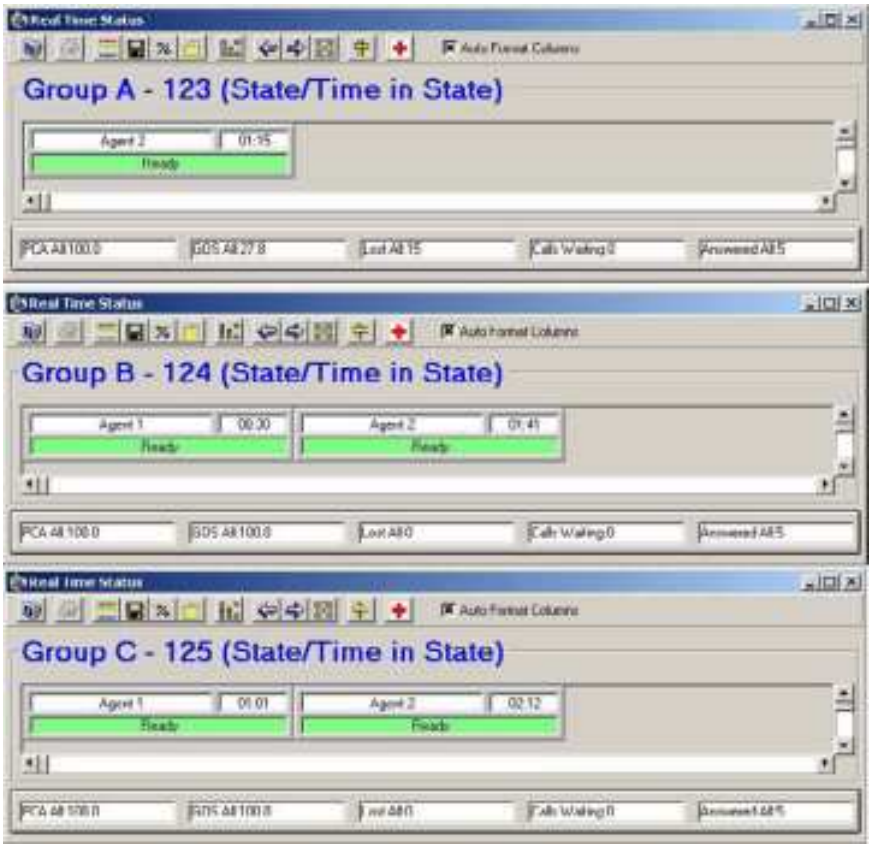

Figure 3

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