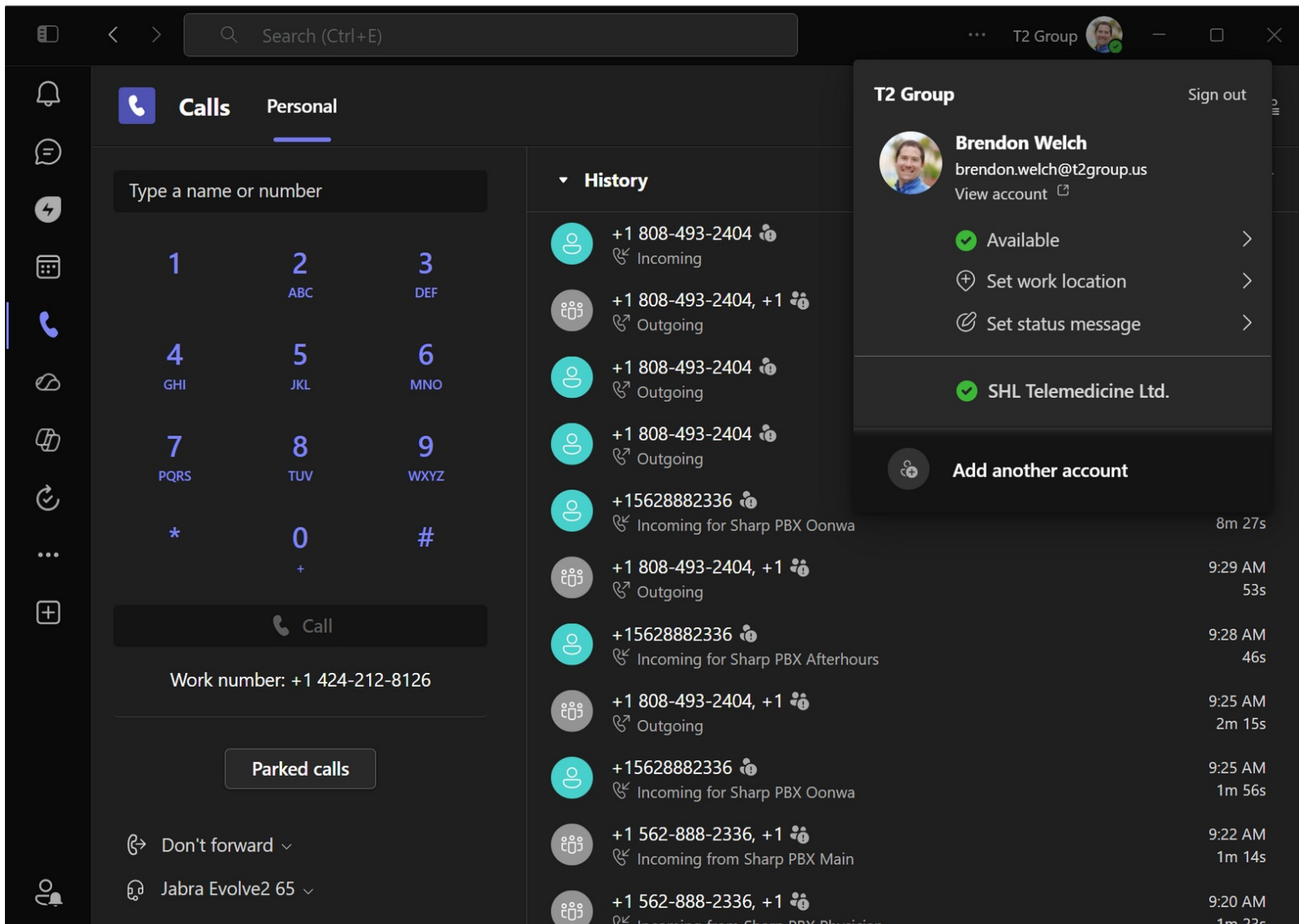




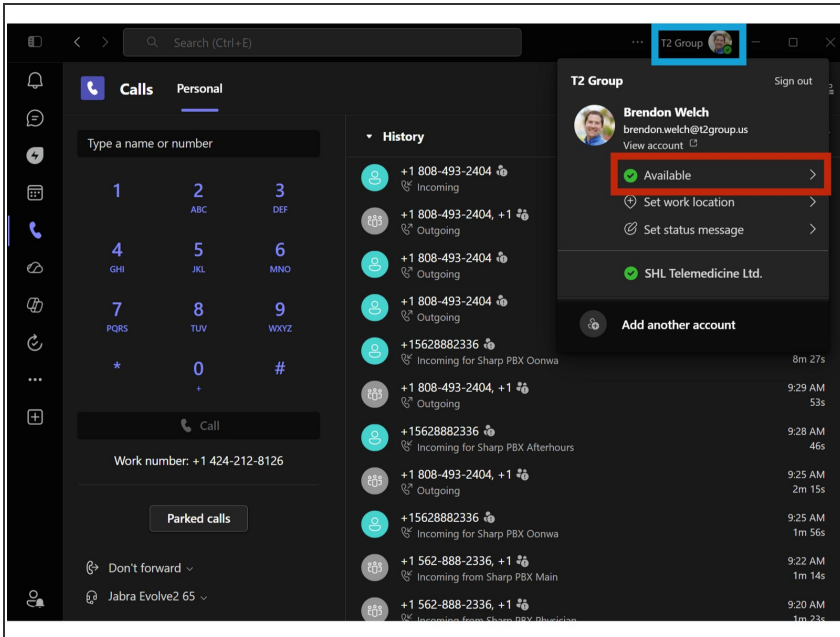
Written By: Brendon Welch



INTRODUCTION

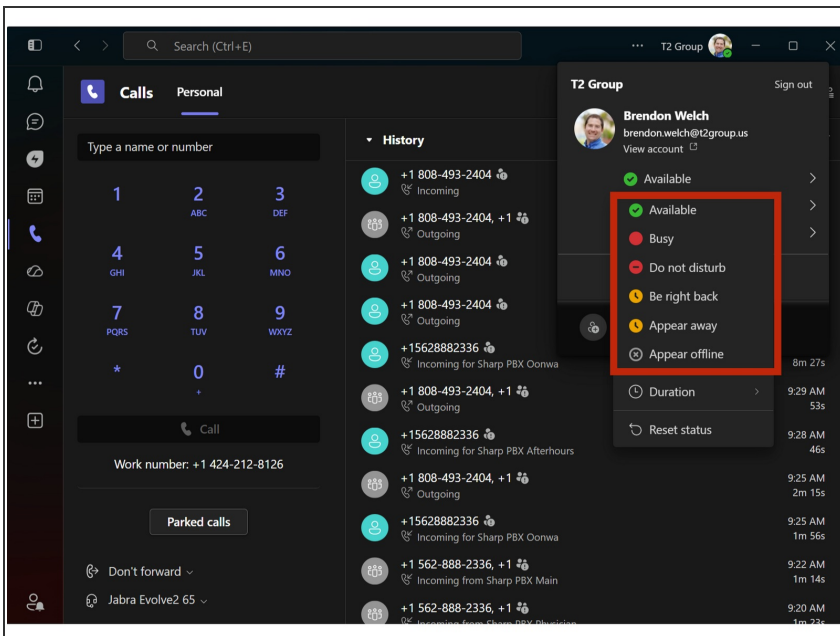
Calls are routed to agents based on who has been available the longest. Changing your Status to Away or Busy will prevent calls from ringing to your phone. This guide will show you how to manage your Status.

Step 1 — Changing your Status



- Click your **Profile Image**
- Click your **Status**

Step 2



✎ To set your Status until you change it again:

- Select your **Status**

ⓘ **Available = Ready to receive calls**

ⓘ **Busy = After Call Work - Tech Issue**

ⓘ **Be right back / Appear away = Break or Lunch**