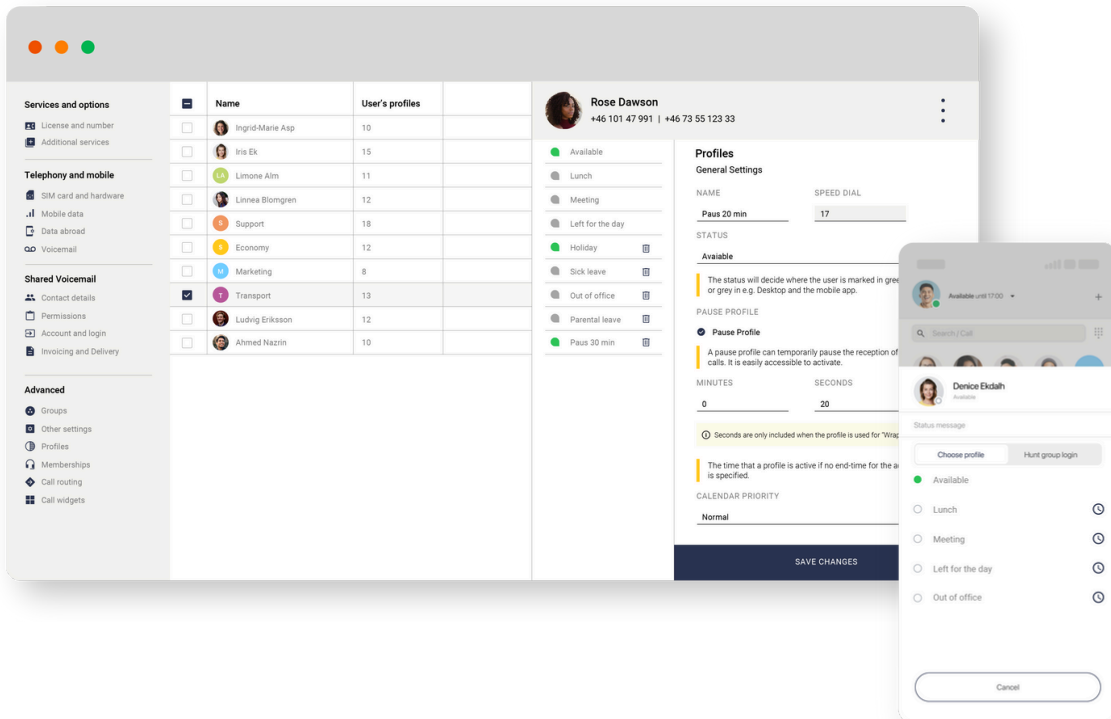




Pausing and wrap-up time

Protect your agents' workload by pausing call assignment.



Pause queue membership

Create a profile to temporarily pause queue membership. Your agent won't receive calls, giving them time for back-office work without losing their place.

Wrap-up time

Set a wrap-up period after a call ends. Allow agents time for post-call processing before they receive their next call.

Auto-logout

Don't assign calls to inactive agents. When an agent is not answering or is idle for a long time, the system will automatically log them out of the queue.