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Why Does Cisco Agent Desktop Go into Work State after Finishing a Call and Disconnecting?

Document ID: 44782

Introduction

Prerequisites

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Introduction

This document describes why Cisco Agent Desktop goes into the **Work State** instead of the **Ready State** after it finishes a call and disconnects.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco Customer Response Solutions (CRS)

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager 3.2.x
- Cisco CRS 3.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

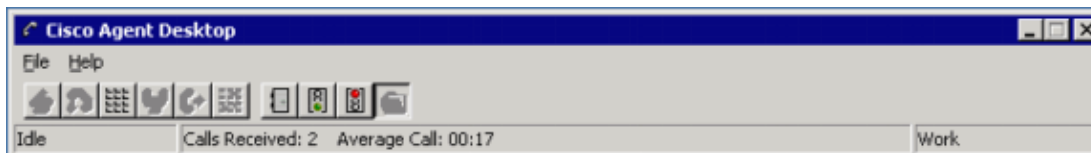
Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

After the Agent finishes a call and disconnects, Cisco IP Integrated Contact Distribution (IP ICD) puts the agent in the **Work State**, as shown in Figure 1.

Figure 1: Cisco Agent Desktop – "Work State"



Ideally, the IP ICD should put the agent in a **Ready State** when the agent finishes a call, as shown in Figure 2. Instead, the agent is placed in the **Work State**. The agent then has to manually put themselves into the **Ready State**.

Figure 2: Cisco Agent Desktop – "Ready State"



Resolution

This problem is a configuration issue. There are two parameters that control the agent state after a call is finished and disconnected. One is the **Automatic Available** parameter in the **Resources Configuration**, and the other is the **Automatic Work** parameter in the **Contact Service Queue Configuration**.

The **Resources Configuration** area of the IP ICD Configuration Web page displays the agent state, as shown in Figure 3. If **Automatic Available** is enabled, Cisco IP ICD puts the agent into the **Ready State** after the agent finishes a call and disconnects.

Figure 3: Cisco IP ICD Resources Configuration

System Applications Scripts Subsystems Tools Help

Customer Response Applications Administration
For Cisco IP Telephony Solutions

CISCO SYSTEMS

ICD Configuration

Skills

Resources

Resource Groups

Contact Service Queues

RM JTAPI Provider

Resource Configuration

[Open Printable Report of this Resource configuration](#)

Resource Name Agent1 Agent1

Resource ID agent1

ICD Extension 5007

Resource Group SalesGrp

Automatic Available* Enabled Disabled

Assigned Skills

Unassigned Skills

Competence Level 5 (1 - Beginner, 10 - Expert)

* indicates required item

Update Cancel

In Figure 4, the information displayed in the Contact Service Queues Configuration area of the IP ICD Configuration Web page shows that if **Automatic Work** is enabled, Cisco IP ICD puts agents into the **Work State** after the agent finishes a call and disconnects.

Figure 4: Cisco IP ICD Contact Service Queues Configuration

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Contact Service Queue Configuration

[Open Printable Report of this CSQ configuration](#)

Contact Service Queue Name* CSQ1

Contact Queuing Criteria FIFO

Automatic Work* Enabled Disabled

Resource Pool Selection Model* Resource Group

Service Level* 10

Service Level Percentage* 70

* indicates required item

Next Delete Cancel

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If both are configured, **Automatic Work** in the Contact Service Queues Configuration overrides **Automatic Available** in the Resources Configuration. Therefore, if an agent finishes a call and disconnects, Cisco IP ICD puts the agent into the **Work State**. Table 1 displays the relationship between the Automatic Work, Automatic Available, and Agent State.

	Automatic Work
	Automatic Available
	Agent State
Enabled	
Enabled	
Work	
Enabled	
Disabled	
Work	
Disabled	
Enabled	
Ready	
Disabled	
Disabled	
Not Ready	

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