

5.3 States

Bright Pattern Documentation

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States Overview

Agent *states* indicate your current availability to handle service interactions. State information is used by your contact center system to decide whether a new service interaction can be routed to you. The information about the time you spend in each state also appears in reports about your performance.

The Agent Desktop application uses icons to represent agent states. Your current state is shown in the upper left-hand corner of Agent Desktop. These icons, the states they represent, and descriptions of those states are described in the [Tutorials](#) section of this guide.

Tutorials

Learn more about states in this guide's [Tutorials](#) section.

- [How to Interpret Your Current State](#)
- [Make Yourself Ready](#)
- [Make Yourself Not Ready](#)