



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Manage your Contact Center in Agent Setup

Create and manage custom agent states



- Administrator

Custom agent states enable you to tailor agent states to fit your business needs.

Related documentation:

-
-

[Link to video](#)

On the **Custom Agent States** tab, you can add custom agent states that an agent can select for After Call Work and Not Ready reasons.

Important

Custom Agent States only displays existing **Not Ready** codes created under the Contact Center Settings.

You can organize custom agent states into folders. When you select the **Folder** option, a drop-down list box is displayed where you can select a folder or click the add folder icon  to create a new folder.

Once you have selected the folder, enter an appropriate **Display Name** (example: *Lunch Break*) and a relevant **Code** that is unique.