

BREAK REASONS

Noetica. SYNTHESYS™ CAMPAIGN MANAGER Home Log off

Global

Global Breaks Time Periods Import

Break Reasons

Break Reasons Enabled Cancel Save

Code	Name	Phone State	Enabled
<input type="text" value="1"/>	<input type="text" value="Lunch"/>	<input type="text" value="Busy"/>	<input checked="" type="checkbox"/>
<input type="text" value="2"/>	<input type="text" value="Tea Break"/>	<input type="text" value="Break"/>	<input checked="" type="checkbox"/>
<input type="text" value="3"/>	<input type="text" value="Management Meeting"/>	<input type="text" value="Break"/>	<input checked="" type="checkbox"/>
<input type="text" value="4"/>	<input type="text" value="One to One"/>	<input type="text" value="Break"/>	<input checked="" type="checkbox"/>
<input type="text" value="5"/>	<input type="text" value="Buzz Session"/>	<input type="text" value="Break"/>	<input checked="" type="checkbox"/>
<input type="text" value="6"/>	<input type="text" value="Comfort Break"/>	<input type="text" value="Break"/>	<input checked="" type="checkbox"/>
<input type="text" value="7"/>	<input type="text" value="Team Meeting"/>	<input type="text" value="Break"/>	<input checked="" type="checkbox"/>
<input type="text" value="8"/>	<input type="text" value="Admin"/>	<input type="text" value="Break"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text" value="Break"/>	<input checked="" type="checkbox"/>

This field is required and must be numeric. This field is required.

- Break
- Busy
- Ready

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Campaign Manager Break Reasons

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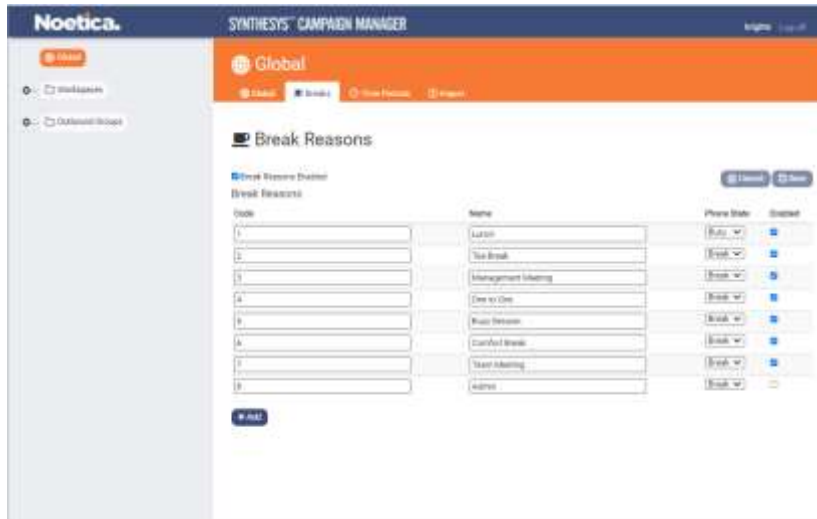
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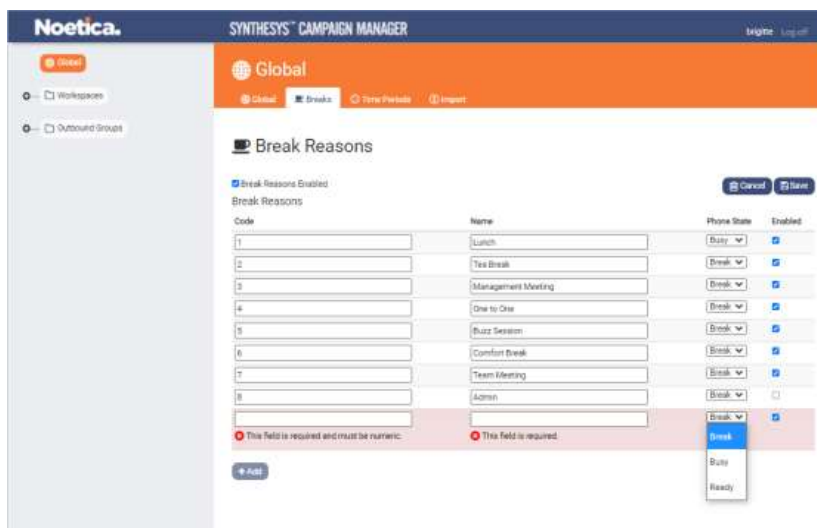
The **Break Reasons** option, available at global level, allows users to add and edit the reasons that agents can select at run time, when going on a break clicking the break icon on the telephony toolbar.

Adding and editing Break Reasons

- Select the **Breaks** tab in the top right of the Global screen.



- Activate the list of break reasons, by ticking the **Break Reasons Enabled** box.
- Click the **+Add** button and use the **Code** and **Name** fields, to add the code for the break reason, as used by your Telephony Switch, and the reason for the break.
- To edit break reasons, simply replace existing information, as required.



- Select the **Phone State** to reflect the phone state used by your Telephony Switch.
- Tick the **Enabled** box at the right of the screen to activate individual break reasons.
- Click the **Save** button, to save the break reasons, or **Cancel** the action.