BREAK REASONS

Campaign Manager Break Reasons

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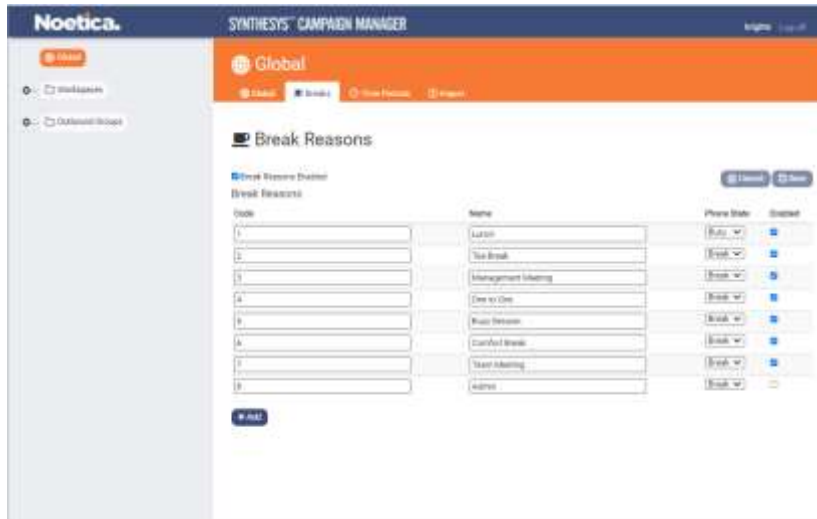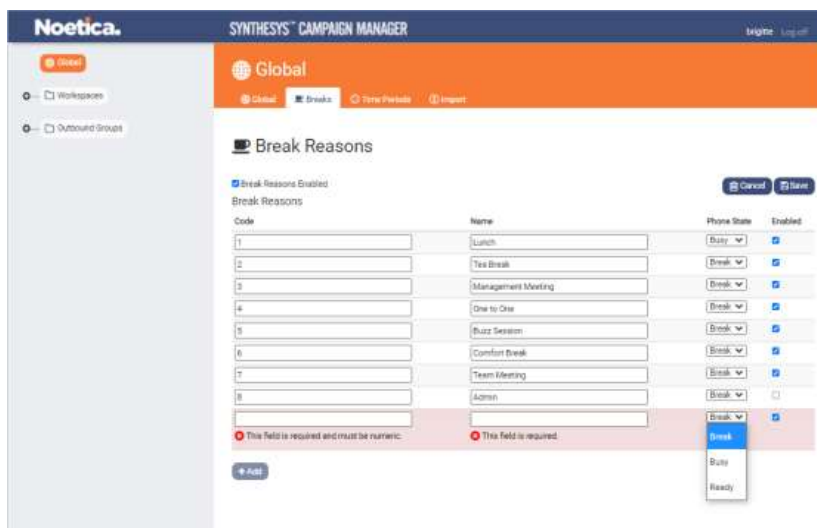
BREAK REASONS

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.