instant

CHIME

Chime States and Status Glossary

Copyright and Disclaimer

This document, as well as the software described in it, is furnished under license of the Instant Technologies Software Evaluation Agreement and may be used or copied only in accordance with the terms of such license. The content of this document is furnished for informational use only, is subject to change without notice, and should not be construed as a commitment by Instant Technologies. Instant Technologies assumes no responsibility or liability for any errors or inaccuracies that may appear in this document. All information in this document is confidential and proprietary.

Except as permitted by the Software Evaluation Agreement, no part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, recording, or otherwise, without the prior written permission of Instant Technologies .

Copyright © 2005 - 2018 Instant Technologies, All rights reserved.

Trademarks

All other trademarks are the property of their respective owners.

Contact Information
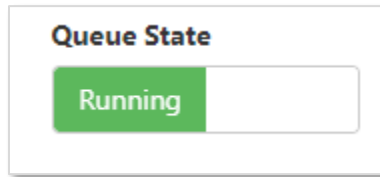
See our website for Customer Support information.

http://www.instant-tech.com/

CONTENTS
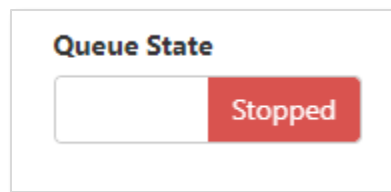
CHIME QUEUE STATES

ENABLED

If a manager or admin has toggled the queue as "Running" in the queue settings, then the queue will be shown as "Enabled". Only an "Enabled" and "Online" queue can take chats.

DISABLED

If a manager or admin has toggled the queue as "Stopped" in the queue settings, then the queue will be shown as "Disabled". The queue will be unable to accept chats.

CHIME QUEUE STATUS

ONLINE

If the queues availability mode has been set to "Based on Availability", then the queue will only show as "Online" when there is at least one agent online in the queue.

⏲ 11:06:38 AM 3/29/2018 UTC -04:00 sip:itdispatcher05@instant-tech.com	Based on Availability	**Queue Status** Online Enabled	Agents Online: 2 / 4	Connected / Waiting: 0 / 0
			Average Wait: 0:24	Average Duration 2:00

If the queues availability mode has been set to "Based on Schedule", then the queue will only show as "Online" when there is at least one agent online in the queue between a specific time-frame.

⏲ 11:06:07 AM 3/29/2018 UTC -04:00 sip:itdispatcher05@instant-tech.com	⏲ 9:00 AM ⏲ 5:00 PM	**Queue Status** Online Enabled	Agents Online: 2 / 4	Connected / Waiting: 0 / 0
			Average Wait: 0:24	Average Duration 2:00

If the queues availability mode has been set to "Always On Mode", then the queue will always show as "Online", even if no agents are online.

⏲ 11:07:10 AM 3/29/2018 UTC -04:00 sip:itdispatcher05@instant-tech.com	Always On	**Queue Status** Online Enabled	Agents Online: 2 / 4	Connected / Waiting: 0 / 0
			Average Wait: 0:24	Average Duration 2:00

OFFLINE

If the queues availability mode has been set to "Based on Availability" and there are no agents online, then the queue will only show as "Offline".

⏲ 11:29:29 AM 3/29/2018 UTC -04:00 sip:itdispatcher03@instant-tech.com	Based on Availability	**Queue Status** Offline Enabled	Agents Online: 0 / 52	Connected / Waiting: 0 / 0
			Average Wait: 0:00	Average Duration 0:00

If the queues availability mode has been set to "Based on Schedule" and the current time is outside the specified time-frame, then the queue will only show as "Offline".

⏲ 11:30:13 AM 3/29/2018 UTC -04:00 sip:itdispatcher03@instant-tech.com	⏲ 9:00 AM ⏲ 5:00 PM	**Queue Status** Offline Enabled	Agents Online: 0 / 52	Connected / Waiting: 0 / 0
			Average Wait: 0:00	Average Duration 0:00

If the queues availability mode has been set to "Based on Schedule" and the current time is inside the specified timeframe but no agents are online, then the queue will only show as "Offline".

TERMINATED

If the queue is "Disabled", then the "Offline" state will flip to "Terminated" to indicate that nothing in the queue is running or turned on.

| ⊘ 11:08:21 AM 3/29/2018 UTC -04:00 sip:fgtestdispatcher@instant-tech.com | Based on Availability | Queue Status Terminated Disabled | Agents Online: | 0 / 0 | Connected / Waiting: | 0 / 0 |
| | | | Average Wait: | 0:00 | Average Duration | 0:00 |

NOT RUNNING

The "Not Running" state for the queue means that the process that should be running the queue is dead, even though it is supposed to be enabled. This is similar to Terminated, except the queue went down without a manager or Admin shutting it down.

Queue Status
⚠ **Not Running**
Enabled
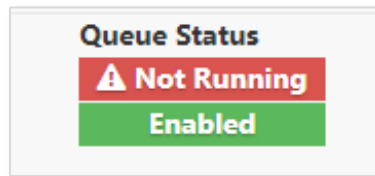
CONTROL PANEL STATES

RUNNING

If an admin clicks "Start" on a queue in the control panel and the "Online" and "Enabled" state parameters have been fulfilled, then the queue will go online and be enabled. The queue will then be able to accept chats.

Queue Control Panel

Queue Name	Type	Dispatcher	LyncOnlineQueue.exe PID	LyncOnlineQueue.exe Memory	LyncOnlineQueue.exe User	Status	Action
	Lync		8312	88816 K	INSTANT-TECH\svc_chime	Running	Stop
	Lync		6396	104156 K	INSTANT-TECH\svc_chime	Running	Stop
	Lync		52536	92092 K	INSTANT-TECH\svc_chime	Running	Stop

STOPPED

If an admin clicks "Stop" on a queue in the control panel, then the queue will go offline and be disabled. The queue then will be unable to accept chats.

Queue Control Panel

Queue Name	Type	Dispatcher	LyncOnlineQueue.exe PID	LyncOnlineQueue.exe Memory	LyncOnlineQueue.exe User	Status	Action
	Lync		8312	88816 K	INSTANT-TECH\svc_chime	Running	Stop
	Lync		-	-		Stopped	Start
	Lync		-	-		Stopped	Start

SKYPE STATES FOR AGENTS

ONLINE

If an agent has their status as "Available" in Skype or Lync, the agent will be shown as "Online" and available in Chime. An "Online" agent is able to accept chats.

AWAY

If an agent has their status as "Away", "Appear Away", or "Off Work" in Skype or Lync, the agent will be shown as "Away" and unavailable in Chime. An "Away" agent is unable to accept chats.

DO NOT DISTURB

If an agent has their status as "Do Not Disturb" in Skype or Lync, the agent will be shown as "Do Not Disturb" and unavailable in Chime. An agent on "Do Not Disturb" is unable to accept chats.

BUSY

If an agent has their status as "Busy" in Skype or Lync, the agent will be shown as "Busy" and unavailable in Chime. A "Busy" agent is unable to accept chats.

BE RIGHT BACK

If an agent has their status as "Be Right Back" in Skype or Lync, the agent will be shown as "Be Right Back" and unavailable in Chime. An agent with the status "Be Right Back" is unable to accept chats.

IDLE ONLINE

If an agent has their status as "Idle Online" in Skype or Lync, the agent will be shown as "Idle Online" and unavailable in Chime. An "Idle Online" agent is unable to accept chats.

IDLE BUSY

If an agent has their status as "Idle Busy" in Skype or Lync, the agent will be shown as "Idle Busy" and unavailable in Chime. An "Idle Busy" agent is unable to accept chats.

OFFLINE

If an agent has signed out of Skype or Lync, they will be shown as "Offline" in Chime. An "Offline" agent is unable to take chats.

NONE

If Chime shows an agent as having a Skype or Lync status of "None", it is usually due to the Lync server sending out corrupt presence notifications. This can be resolved by refreshing the agent's status with the presence refresh buttons, or signing out and back into Skype.

CHIME USER AVAILABILITY

AVAILABLE

If an agent is shown as "Available" in a queue, it means that their Skype or Lync status is set to "Available", and they are able to take chats.

UNAVAILABLE

If the agents Skype or Lync status is not online, they will be shown as "Unavailable" in Chime. They will be unable to take chats.

DISABLED

If an agent has been disabled in a queue, they will be unable to accept any chats in that queue, regardless of their Skype or Lync status.
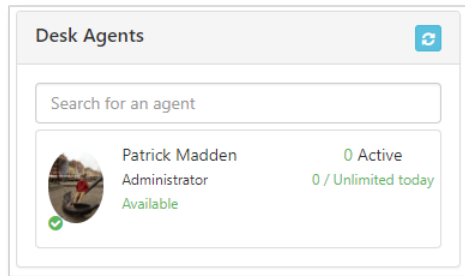
ENABLED

If an agent is enabled in a queue, they will be able to accept any in that queue, but only if their Skype or Lync status is Online.
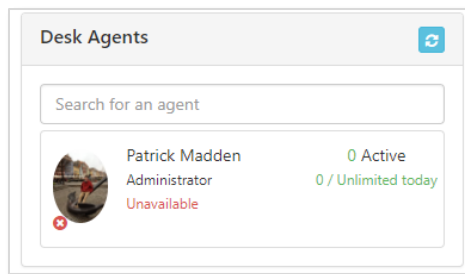
QUEUE DASHBOARD AGENT AVAILABILITY

AVAILABLE

If an agent is shown as "Available" in a queue, it means that their Skype or Lync status is set to "Available", and they are able to take chats.


UNAVAILABLE

If the agents Skype or Lync status is not online, they will be shown as "Unavailable" in Chime. They will be unable to take chats.


UNAVAILABLE (MAX CHATS)

If an agent has received their max daily allotment of chats, Chime will set the agent as "Unavailable Max Chats" in a queue. They will be unable to take chats, unless an admin were to increase their daily allotted amount.
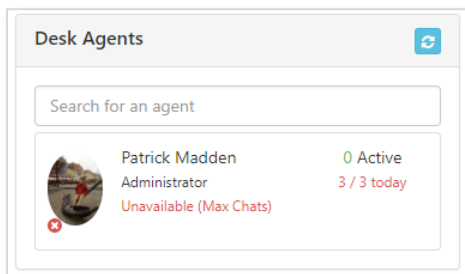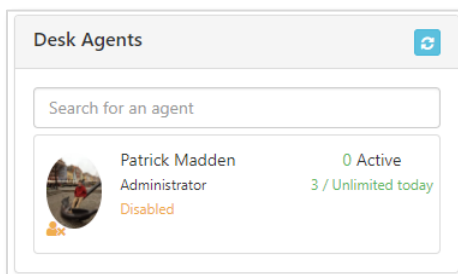
NO CHAT

If an agent has been put to "No Chat" in a queue, they will be unable to accept any chats in that queue, regardless of their Skype or Lync status.
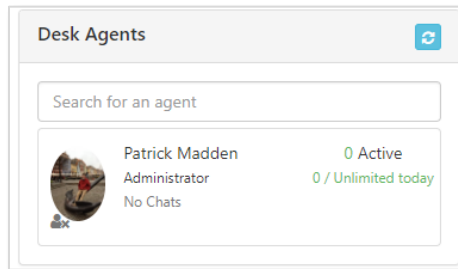
DISABLED

If an agent has disabled themselves in a queue, they will be unable to accept any chats in that queue, regardless of their Skype or Lync status.

CHAT ROUTING STATES

WAITING

A chat session that is in the Waiting state is in the process of routing to an agent. Once the guest either connects to an agent, or the chat ends, the chat session will be moved out of the Waiting state.

CONNECTED

A chat session that is in the Connected state went through the routing process and was able to connect an agent to the guest that was routing. The guest and agent are in a conference at this point and will be in the Connected state until one of them ends the chat.

DROPPED

A Dropped chat session occurs when a guest is routing into the queue, but closes the chat session at some point while routing.

DISCONNECTED

A Disconnected chat session occurs when a guest is routing, and the chat is disconnected due to a network issue or if the queue is unexpectedly shut down. This is different from the Dropped state because it is a chat session that was not closed intentionally.

COMPLETED

A chat session with the Completed state had the guest successfully route to an agent (Connected state) and then the agent or guest closed the chat session completing the session.

TIMED OUT

A Timed Out chat session is one that was routing to an agent, but at a certain point in time it runs into the timeout value set in queue settings. Once the chat hits the timeout value for the queue, it ends the chat session and assigns the Timed Out state to the chat.

ROLLED OVER

A Chat session that is in the Rolled Over state had the guest routing, and hit the timeout value. In this case, there was a Rollover Queue set in Queue Settings and the chat is sent to a different queue to route there. The chat session for the original queue is ended and assigned a Rolled Over tag.

QUEUE UNAVAILABLE

The Queue Offline state for a chat is applied to a chat session when a guest attempts to start a chat session with the queue, but it is in the Offline state. The queue notifies the user that it is Offline and logs the chat session in the Session History for the Queue.

DEFLECTED

A chat that is in the Deflected state was routing, but during the process was able to interact with a Virtual Agent on the Queue and the Virtual Agent was able to resolve the issue they had. The Deflected state differentiates the chat from a normal Dropped chat because the guest was able to solve the issue they came into the queue with.