

Aux Code Module (Omnichannel)

Aux time in a Contact Center: It is usually the time when the Agent is not ready or available to attend the calls in a Queue. Aux code is differentiated as:

Paid productive time: projects, emails, manual processes, etc.,















Paid unproductive time: meetings, training, coaching, etc.,

Unpaid time: tea-breaks, lunch breaks, etc.,

- Monitoring the aux time increases production eventually.
- If there are Aux codes readily available it will be easy for the Agent to choose the reason for not being available or active.
- It will also make the monitoring process of the manager simple.

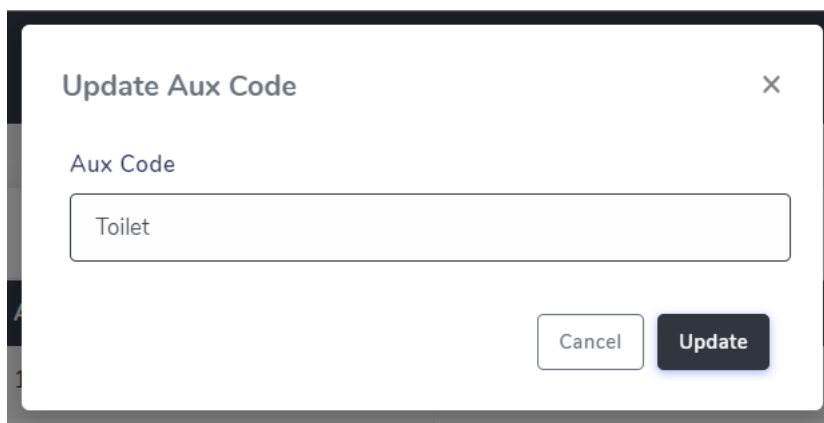
Aux Codes

+ Add Aux Code

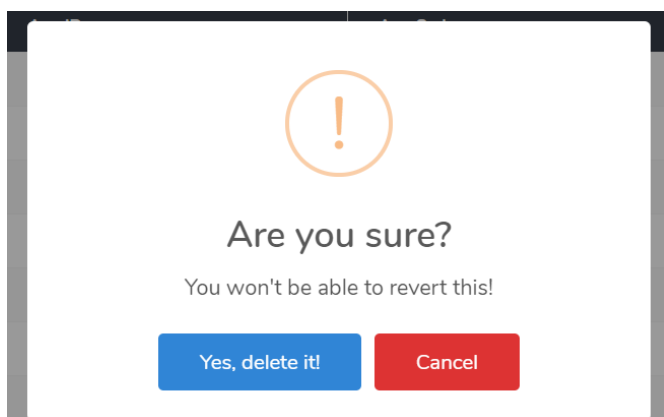
S.no	Aux ID	Aux Code	Action
1	1	Toilet	 
2	2	Tea/Cofee	 
3	3	Lunch/Dinner	 
4	4	Esclation	 
5	5	Meeting	 
6	6	Supervising	 
7	7	Allocations	 

- We provide you with accurate and simple Aux Codes. We also offer customized
- Aux Codes. We have preset aux codes like lunch/dinner, meeting, escalation, etc.,
- The Agents can choose the perfect reason from these.

You can also add any number of Aux codes by clicking on **+Add Aux Code** in the **Aux Code submenu of Voice 3CX menu**. There will be a pop-up in which you can add the required aux code in the Aux Code column and Update. The aux code will be added and will be displayed in the Drop-Down list.

A screenshot of a 'Update Aux Code' pop-up window. The window has a title bar with 'Update Aux Code' and a close button (X). Inside, there is a label 'Aux Code' above a text input field containing the word 'Toilet'. At the bottom right, there are two buttons: 'Cancel' and 'Update'.

You can also Edit by clicking on the **Edit icon**. There will be a pop-up in which you can add the required aux code in the Aux Code column and update. The aux code will be added and will be displayed in the Drop-Down list.

A screenshot of a confirmation pop-up window. It features a large orange exclamation mark icon at the top. Below the icon, the text reads 'Are you sure?' followed by 'You won't be able to revert this!'. At the bottom, there are two buttons: a blue button labeled 'Yes, delete it!' and a red button labeled 'Cancel'.

Deleting Aux code just requires to click on the **Delete icon**. There will be a pop-up asking for confirmation and if you click **Yes, delete it!** the aux code gets deleted.

- If the Agent has logged out choosing an Aux Code, it will also be displayed in Advanced Wallboard.
- This makes it again easy for the manager to get to know the Agents who are available and the Agents who are away and the reason for being away.

AGENT DETAILS

AGENT NAME

AGENT NO

STATE

REASON

ANSWERED

MISSED

IN CALL

AVG TALKING

SJ

001

Available

0

0

0

00:00:00

RT2

002

Available

0

0

0

00:00:00

yilly PRO

005

Away

0

0

0

00:00:00

VE

600

Available

0

0

0

00:00:00

QUEUE DETAILS

QUEUE NAME

QUEUE NO

ANSWERED

MISSED

% OF ANSWERED CALL

AVG TALKING

CALL WAITING

C4C-Tollfree

838

0

0

0

00:00:00

0

You can also view the **Queue History**. The name of the Agent, the Aux Code that he had selected, the Login type (Login/Logout) and the time period

S.no	Agent Name	Aux Code	Type	Time
1	Callahan		Login	2020-09-30 03:27:24
2	Callahan	Tea/Cofee	Logout	2020-09-30 03:26:51

You can also generate Aux code Reports. Just go to Reports menu, and click on Aux Code Report. In the page that opens choose the agent from **Select the Agent**, choose the aux code from **Select Aux Code**, choose the Queue from Queue Status, the **From Date** and the **To Date** for which you want the report and click on.

Generate Report.

You will be provided with a report that shows the **Agent's Name**, what was his **Status**, the **Reason** for being logged out and the **Time**.

A	B	C	D
Agent Name	Status	Reason	Time