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.
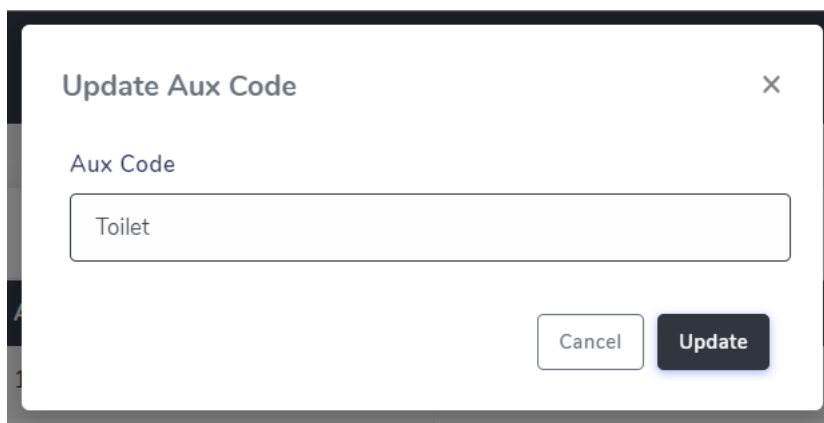
Aux Codes

+ 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.,
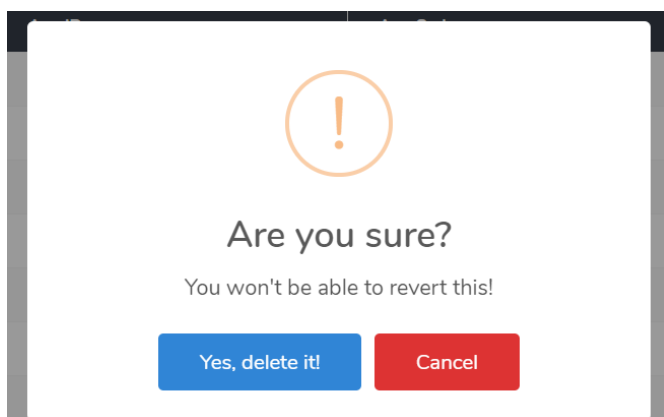
- The Agents can choose the perfect reason from these.

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.

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.

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.

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

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