

# Agents and Teams | Create a Custom Status

## Introduction

**Prerequisite:** Log in to your admin account in CCAIP.

**Scenario:** In this exercise, you will create a custom status.

### Directions:

1. Navigate to **Settings > Operation Management**. Scroll down to the **Agent Status** section.
2. Select **View agent status list**.
  - a. Click **+ Add Status**
3. Add a **Status Name** to be displayed in the list of available statuses in the Agent Adapter and reports.
4. Choose a **Status Color** indicator.
5. Decide if you would like to **restrict this agent status** as well as **allow calls to breakthrough the agent status**.

*Note: For this exercise, you can select whichever configuration you would like.*

6. Click **Save**.

*Note: Custom statuses can be created with any label and color you choose. All custom statuses are considered Unavailable statuses - agents will not receive calls or chats while in a custom status unless you allow calls to break through the agent status.*