

Agents and teams | Agent settings in CCAIP

[Additional resources](#)

Please review the following resources to learn more:

[Agent and team configuration](#)

[Operations management](#)

[Agent stats in the adapter](#)

[Agent statuses](#)

[Default and custom statuses](#)

[Localized languages in the Agent adapter and User location entry](#)

[Custom and default user avatars](#)

[Agent status behavior](#)

[Call and chat settings](#)

[Agent messages and notifications](#)