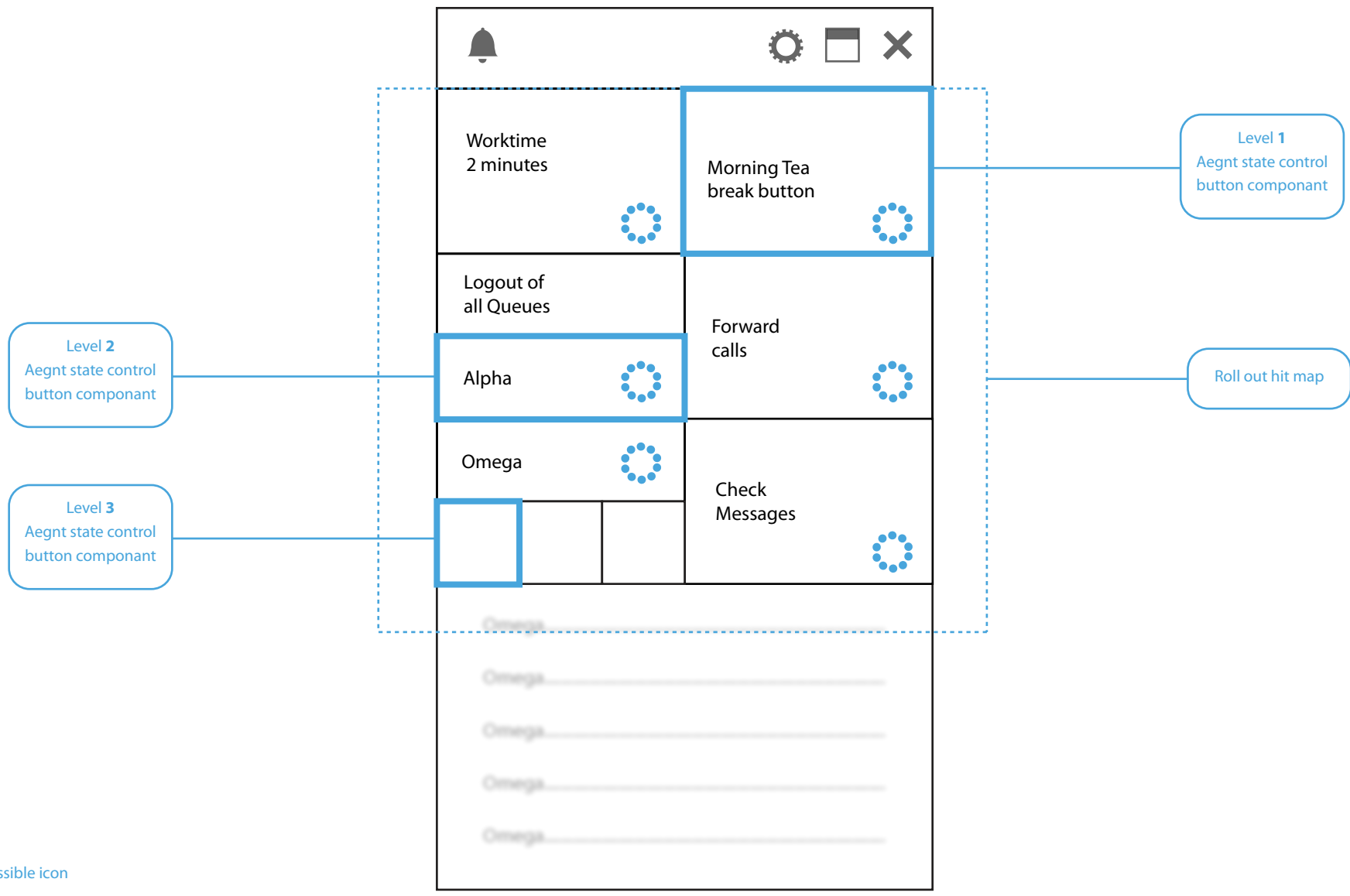


Agent state panel in passive state, i.e. not on an active call. The panel has two main areas: 1. the windows style drag bar which contains Minimise, Maximise and Exit buttons, Preferences dialogue access button, and Assistance Icon and indicator. The draggable bar enables the application to be moved. 2. Agent State display and control. On rollover of the lower part of the panel (as indicated) functionality is made available to the agent.



Agent State panel showing rollover state.

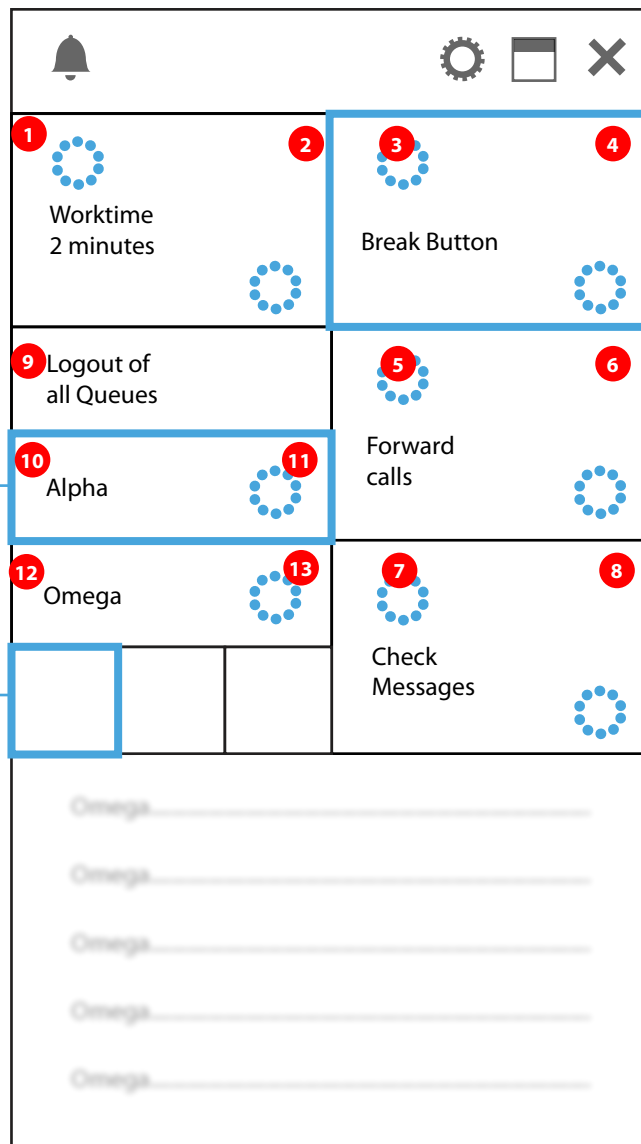
This shows a selection of actions available at the click of a button on rollover of the Agent state panel. Secondary or more complex functionality is available for each action by clicking on the 'options' icon from the respective button. The Buttons are shown as one of three sizes depending on the importance of the function

Tabbing order - 1 has focus.

Level 2
Aegnt state control
button component

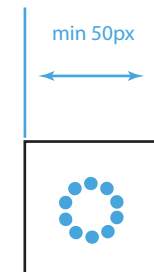
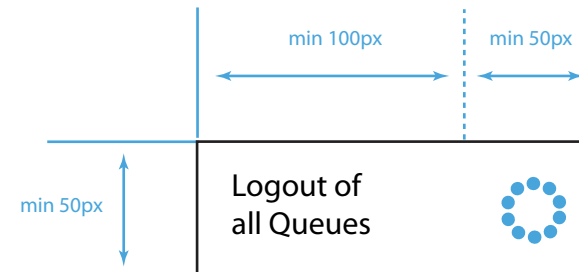
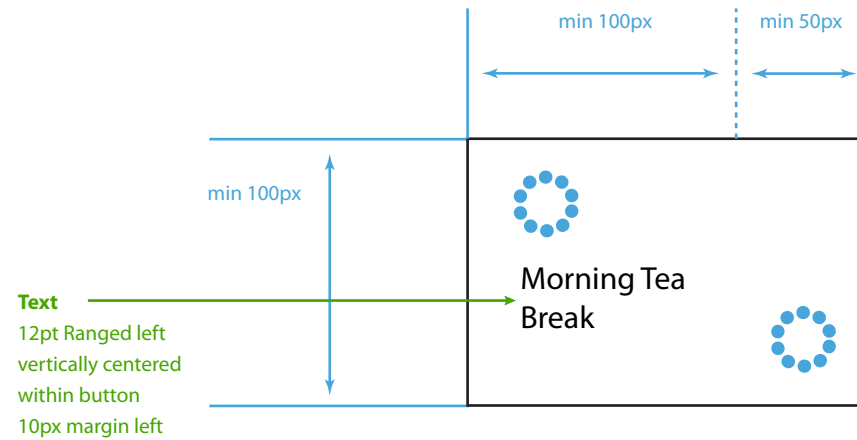
Level 3
Aegnt state control
button component

Level 1
Aegnt state control
button component



Keyboard control.

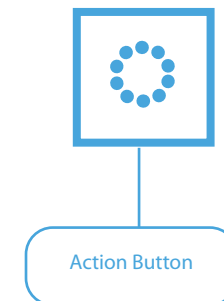
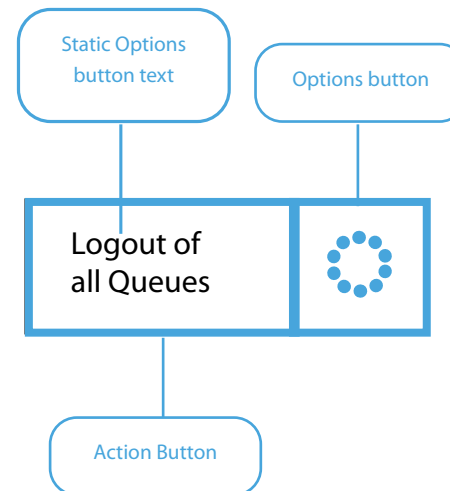
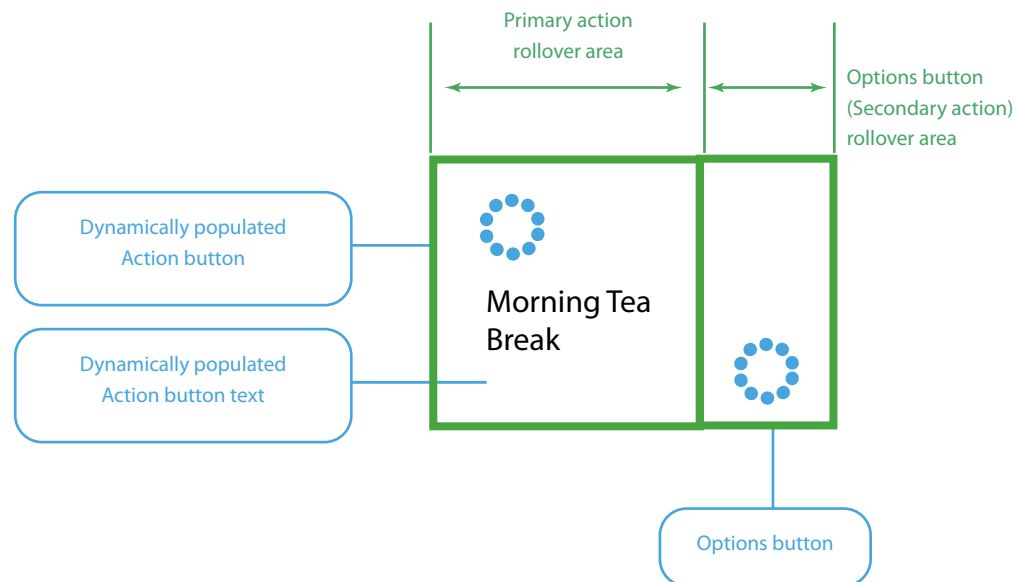
TBA. Use the First letter of each label with either alt or ctrl



Level 1
Aegnt state control
button componant

Level 2
Aegnt state control
button componant

Level 3
Aegnt state control
button componant

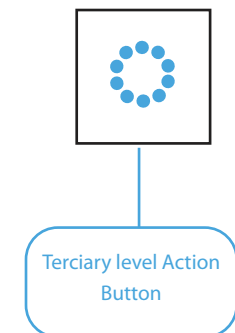
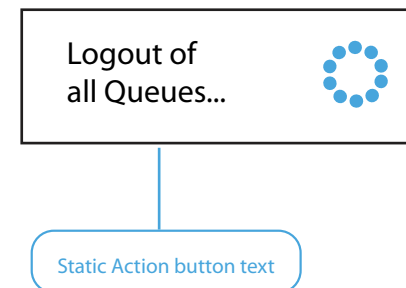
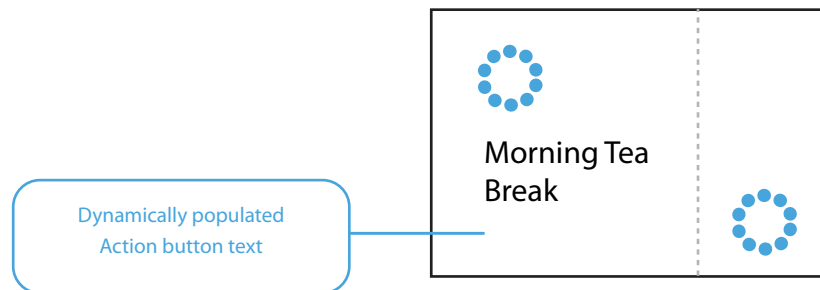


The Worktime Button text is dynamically populated and here shows the last selected Worktime option selected. All Rollovers should have a subtle state change to show they are active.

Level 1
Aegnt state control
button componant

Level 2
Aegnt state control
button componant

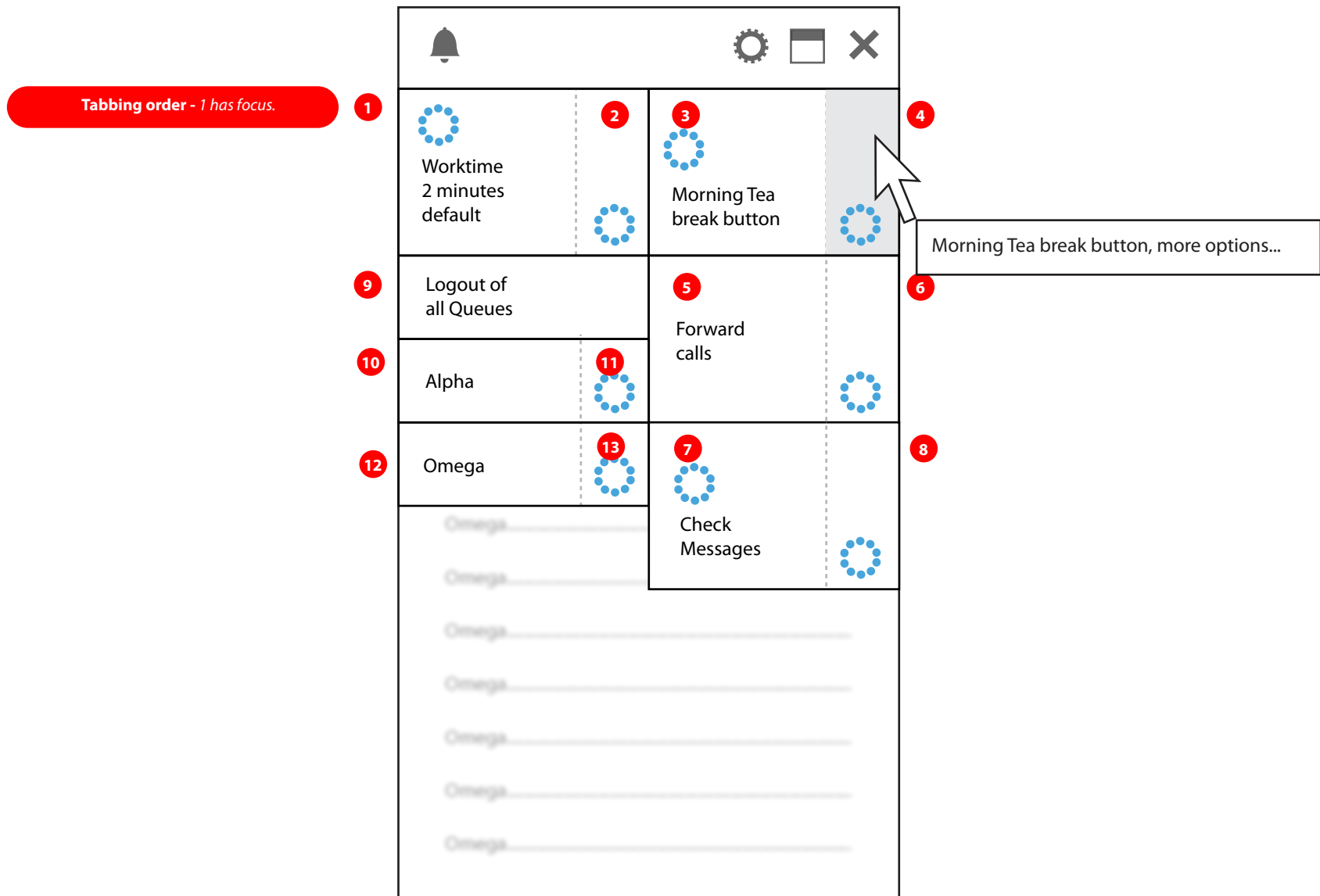
Level 3
Aegnt state control
button componant



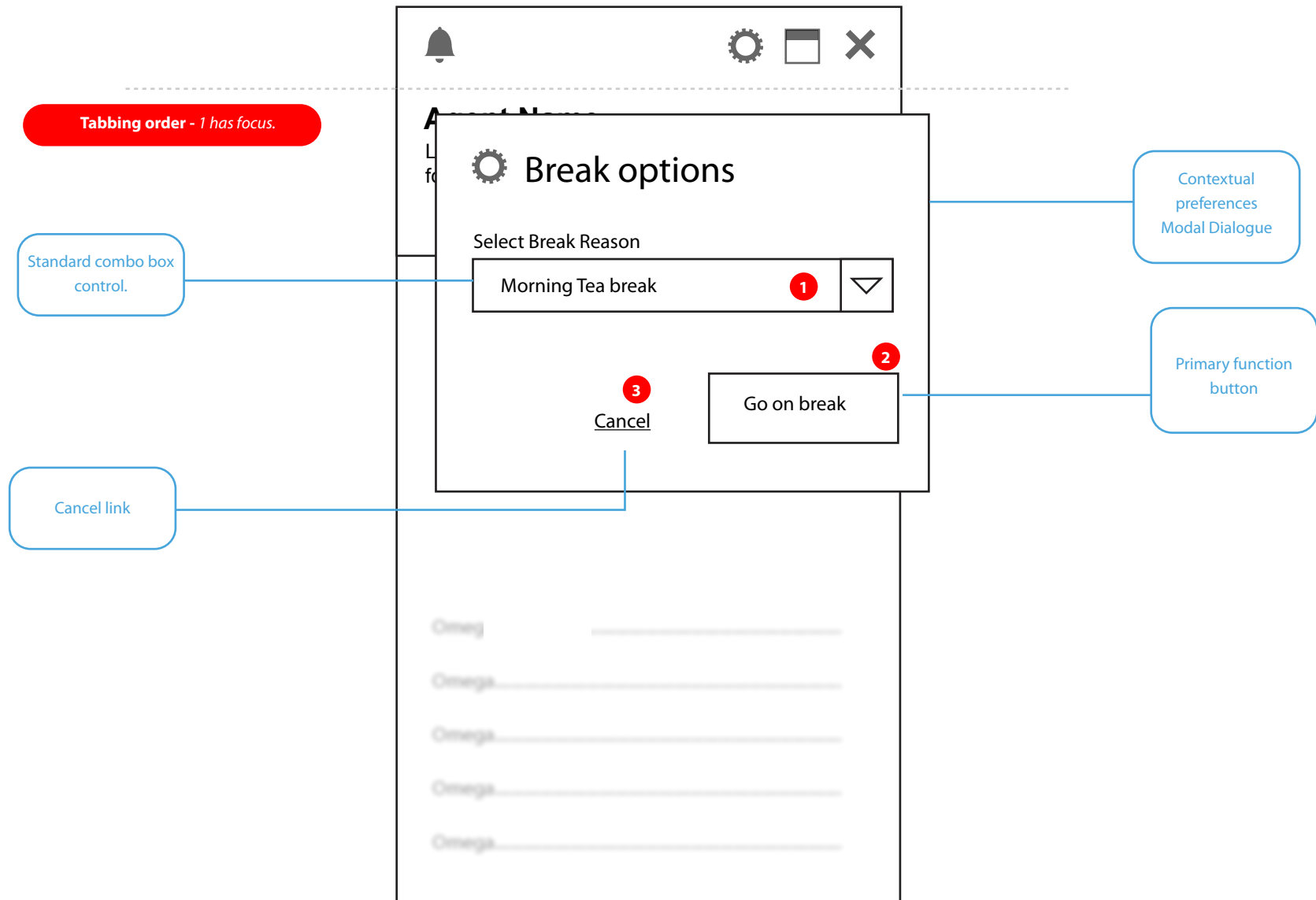
Indicates possible icon

Text and Tiles

If text is too large for any given area, ellipses will indicate further text. On larger resize the text will fill as much as it is able.
For the tertiary level action button, only an Icon is shown. If there are options for this button the primary action - on click, will be to open the options dialogue. If no options are associated, the primary action will be the buttons function.







On rollover of the Agent state panel and a subsequent click on the Worktime button's option icon, a modal dialogue is opened. When the Dialogue is opened, the Agent state panel will return to it's non rolled over (passive) state.




Worktime Options Dialogue

The Options Dialogue is draggable. By default this dialogue will open at the applications centre. When the options dialogue is open, the remainder of the application is not accessible. The agent must either click cancel or one of the two function buttons to exit the dialogue.



Agent Name

 Break options

Select Break Reason

Morning Tea break

Lunch break

Afternoon break

Back in 5...

Cancel

Go on break

Omega

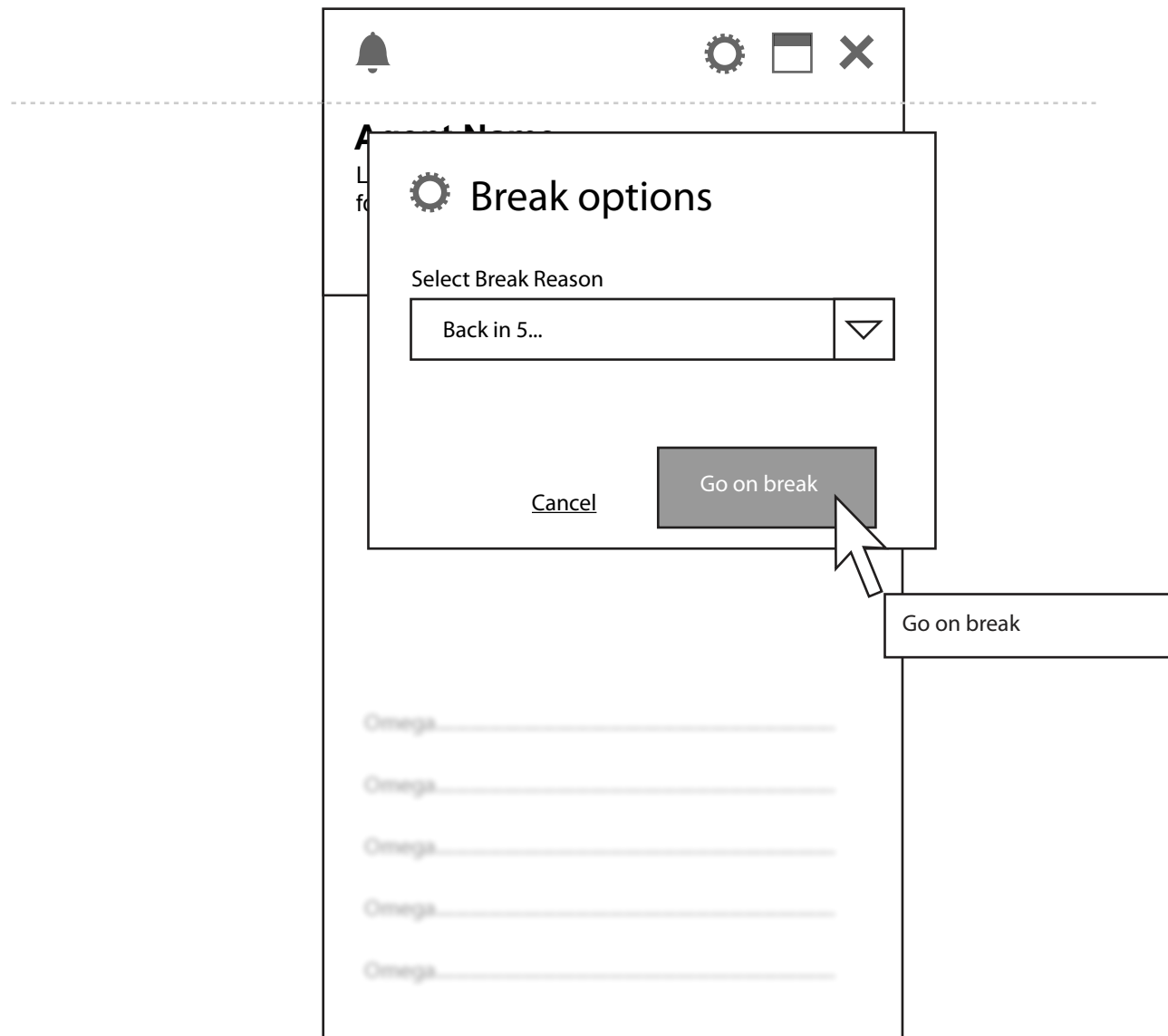
Omega

Omega

Omega

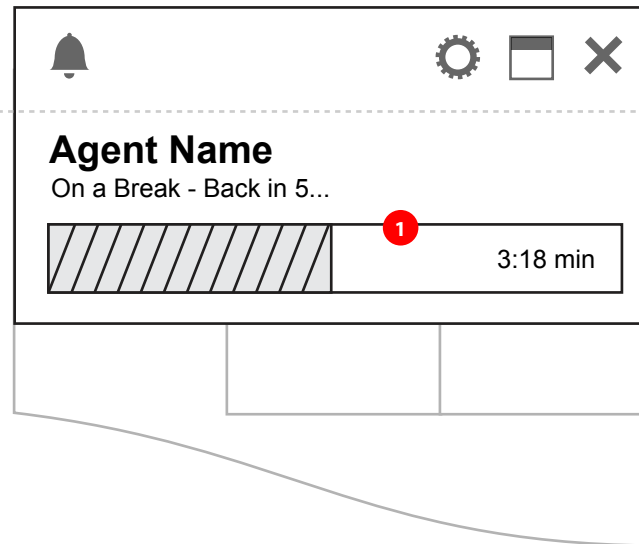
Omega

The Agent can select the reason for their worktime from the combo box. Depending on the settings made by the administrator, the agent may or may not be able to enter a custom reason for the selected worktime reason.

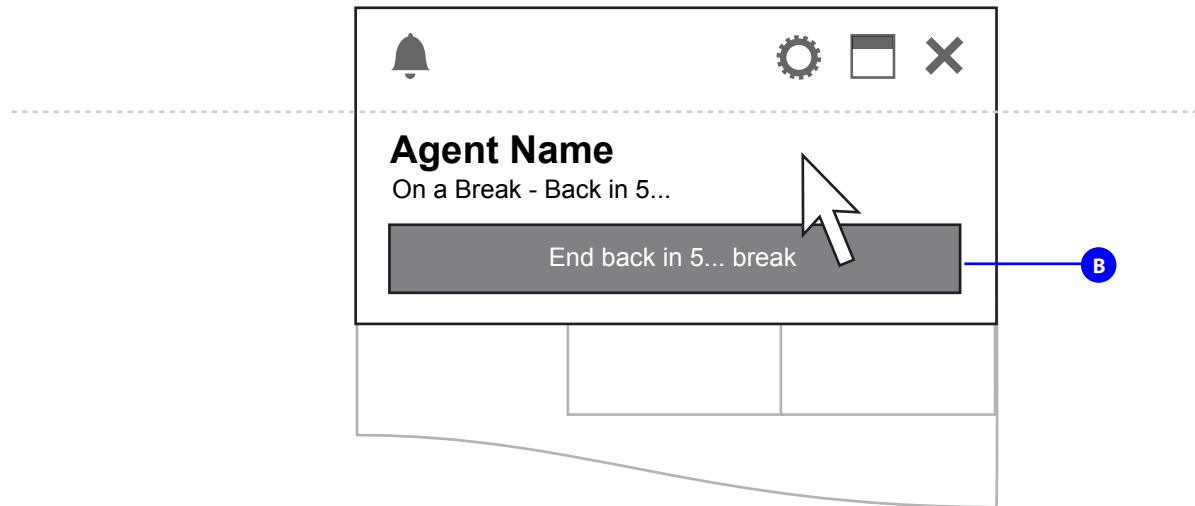


On selection of a worktime option from the combo box, the Primary Action Button is updated to show the selected option. The Agent State Control Button (page 02) is also updated to show this option.

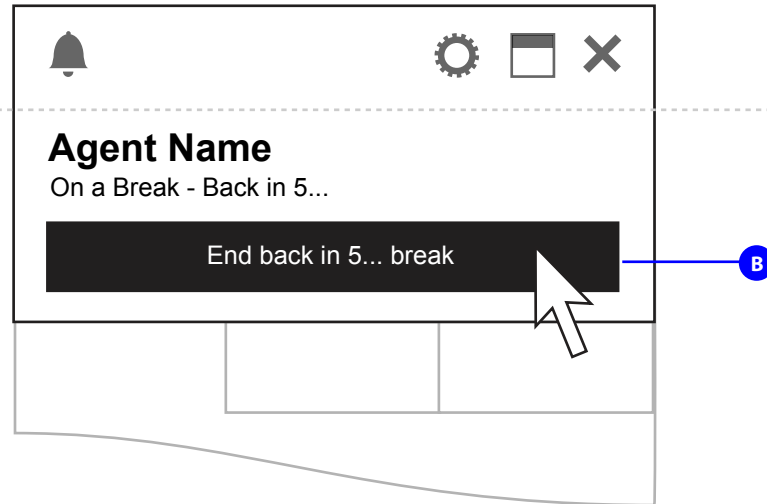
Tabbing order - 1 has focus.







When the Primary action button is pressed the Agent is put into thw worktime as selected. The Options Dialogue automatically closes and the Agent State control tile is in focus in it's default (unrolled over) state. The Agents Name, the Worktime/reason and total allotted time is shown. A Timer display counting down the preset allotted time for the selected worktime option is shown. The '+' Button (**B**) will allow the agent to add extra time to their current worktime session. If the worktime is configured as a non extendable by the administrator, the '+' button will not be displayed.



On **Rollover** of the Agent Panel the Timer swaps to display the End Worktime button.
Clicking on the End Worktime button will end the agents Worktime and reset the Panel to it's default logged in state.
(B) The End worktime functionality as displayed in a fixed worktime scenario







Clicking on the End Worktime button will end the agents Worktime and reset the Panel to it's default logged in state.



Agent Name
You have been Auto logged out into Break

+ 2 min



Agent Name
Auto logged out into Break for 5 min

1:39 min