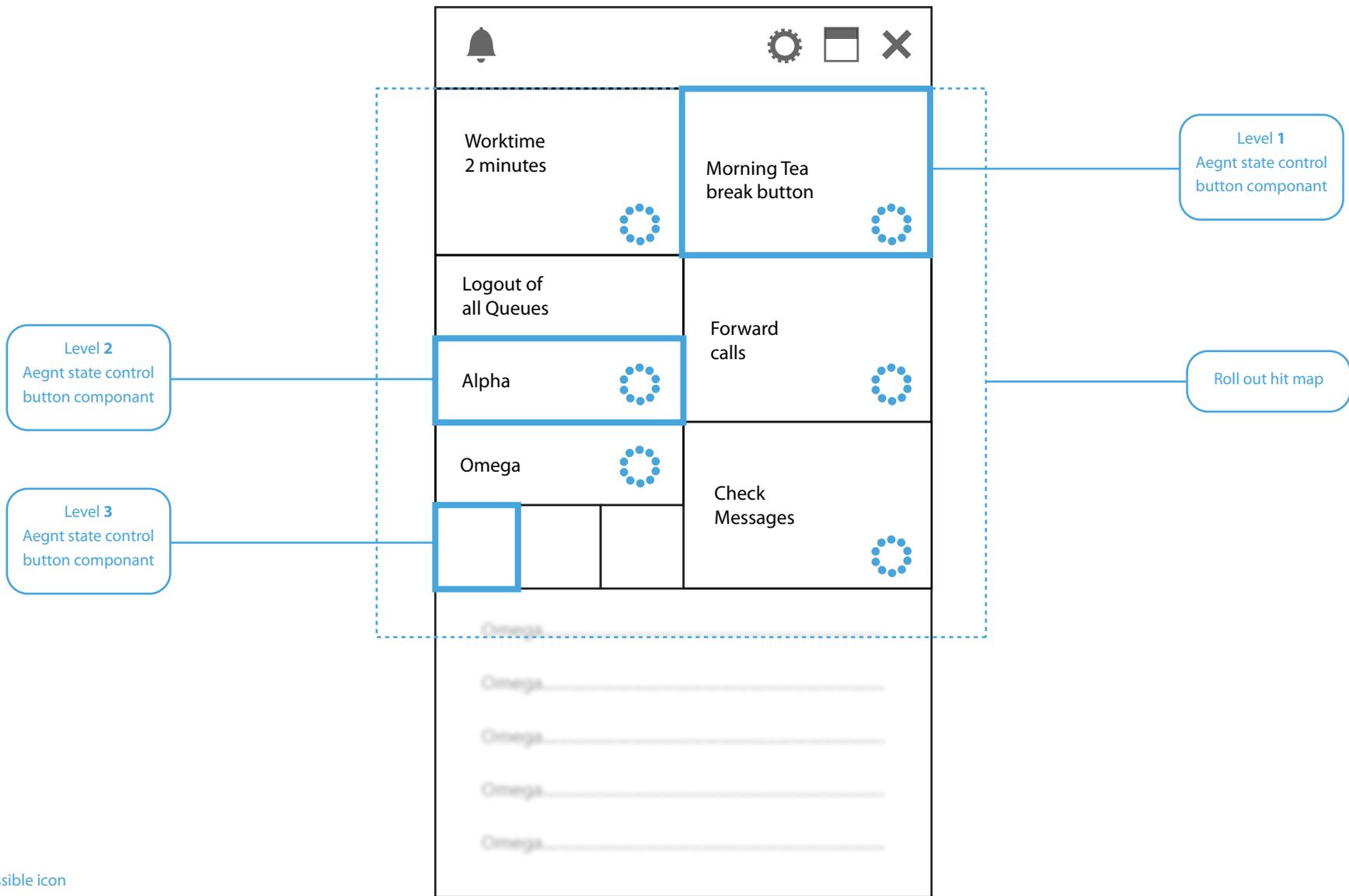


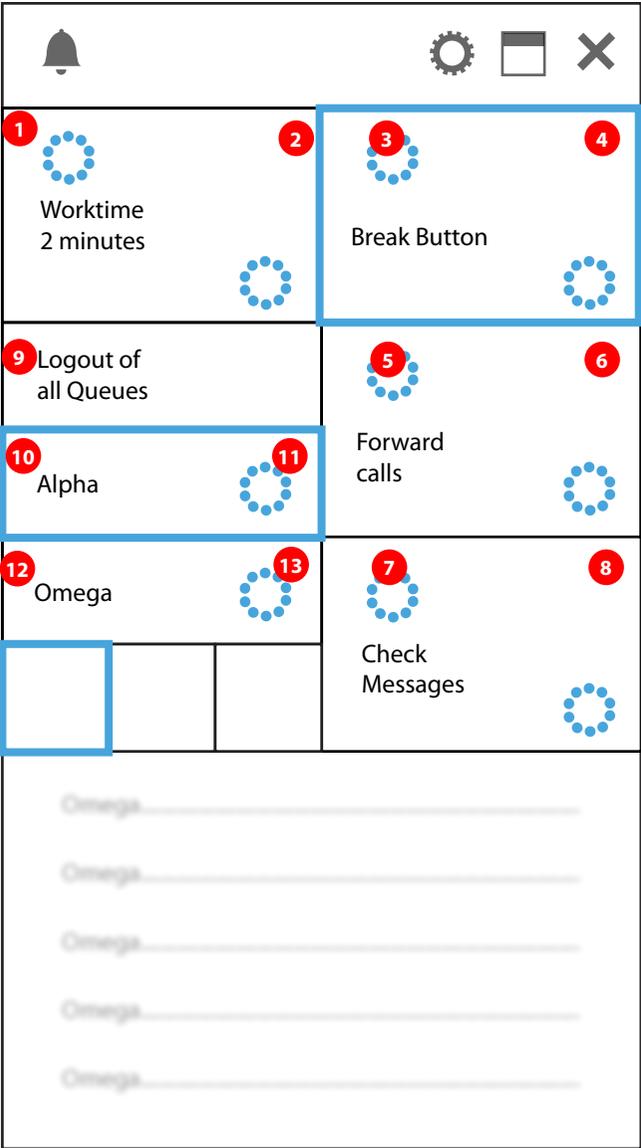
Agent state panel in passive state, i.e. not on an active call. The panel has two main areas: 1. the windows style drag bar which contains Minimise, Maximise and Exit buttons, Preferences dialogue access button, and Assistance Icon and indicator. The draggable bar enables the application to be moved. 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 1
Aegnt state control
button componant

Level 2
Aegnt state control
button componant

Level 3
Aegnt state control
button componant

 Indicates possible icon

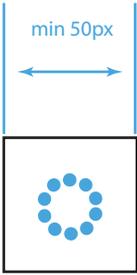
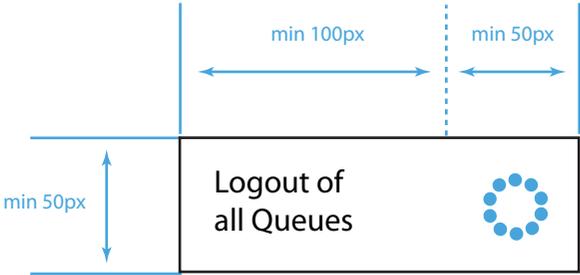
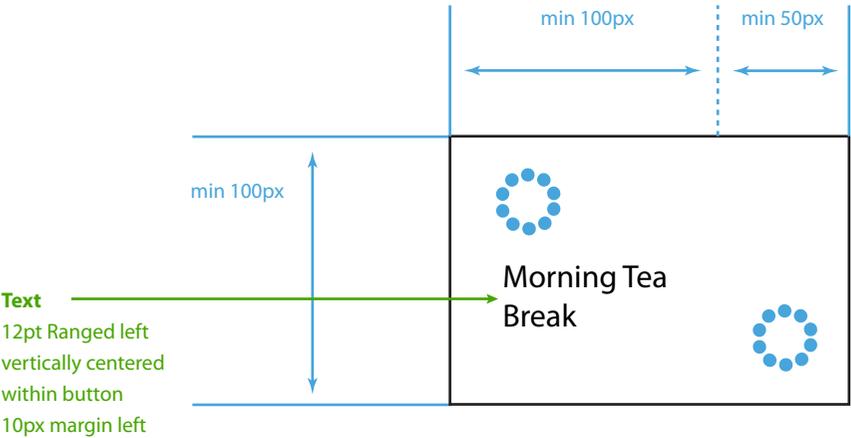
Keyboard control.

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

Level 1
Aegnt state control
button component

Level 2
Aegnt state control
button component

Level 3
Aegnt state control
button component

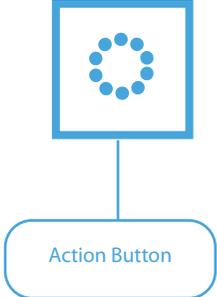
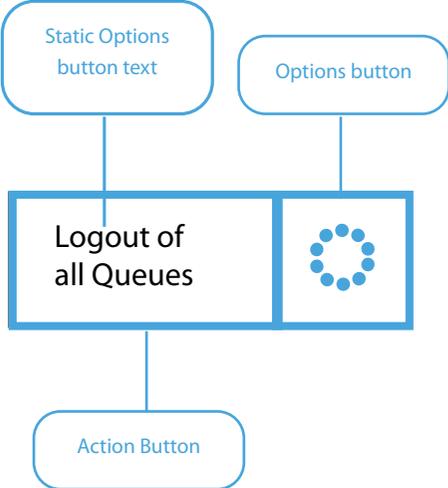
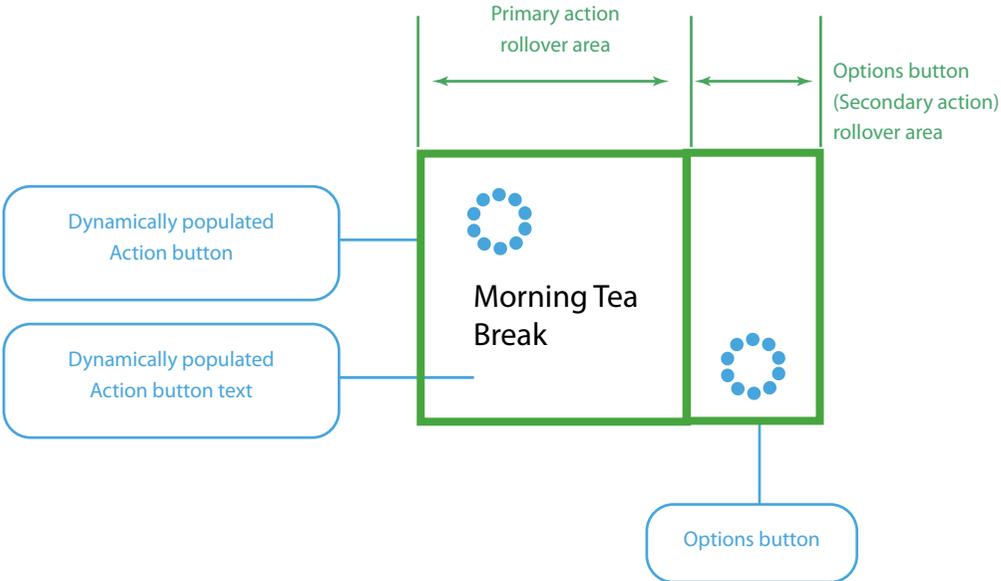


The Break Button shows the last selected Break option. In this case the last Break selected was "Morning Tea".

Level 1
Agent state control
button component

Level 2
Agent state control
button component

Level 3
Agent state control
button component



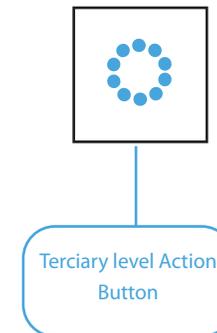
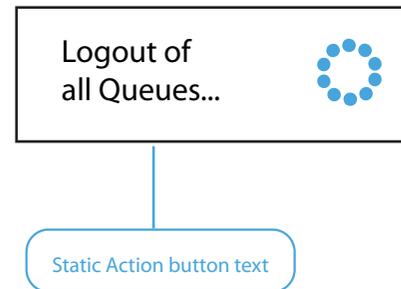
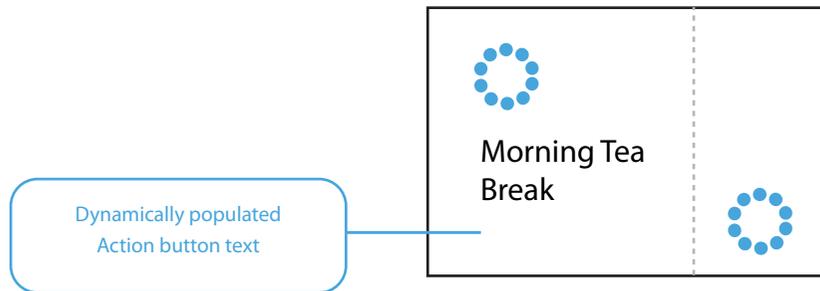
 Indicates possible icon

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
Agent state control
button component

Level 2
Agent state control
button component

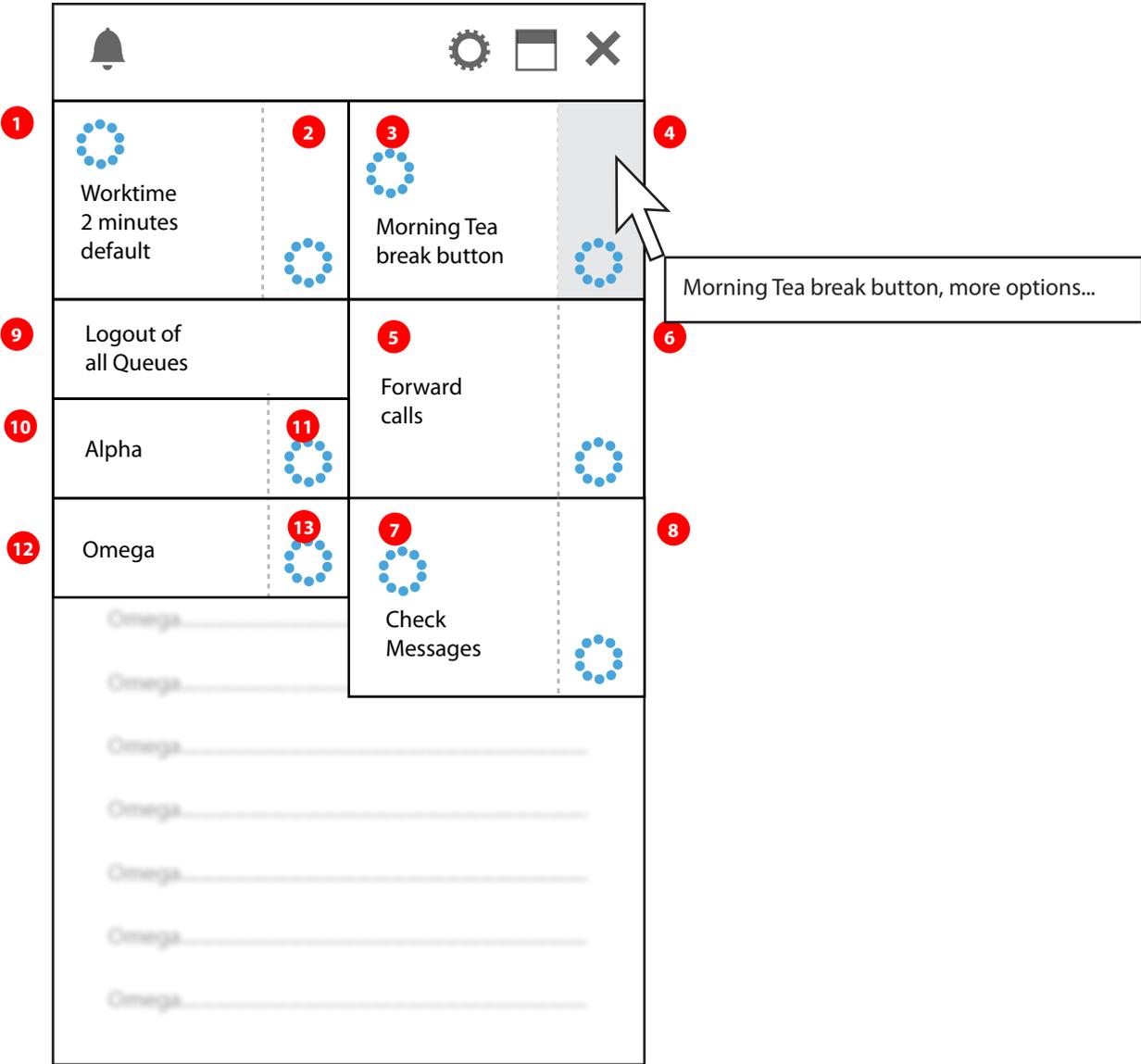
Level 3
Agent state control
button component



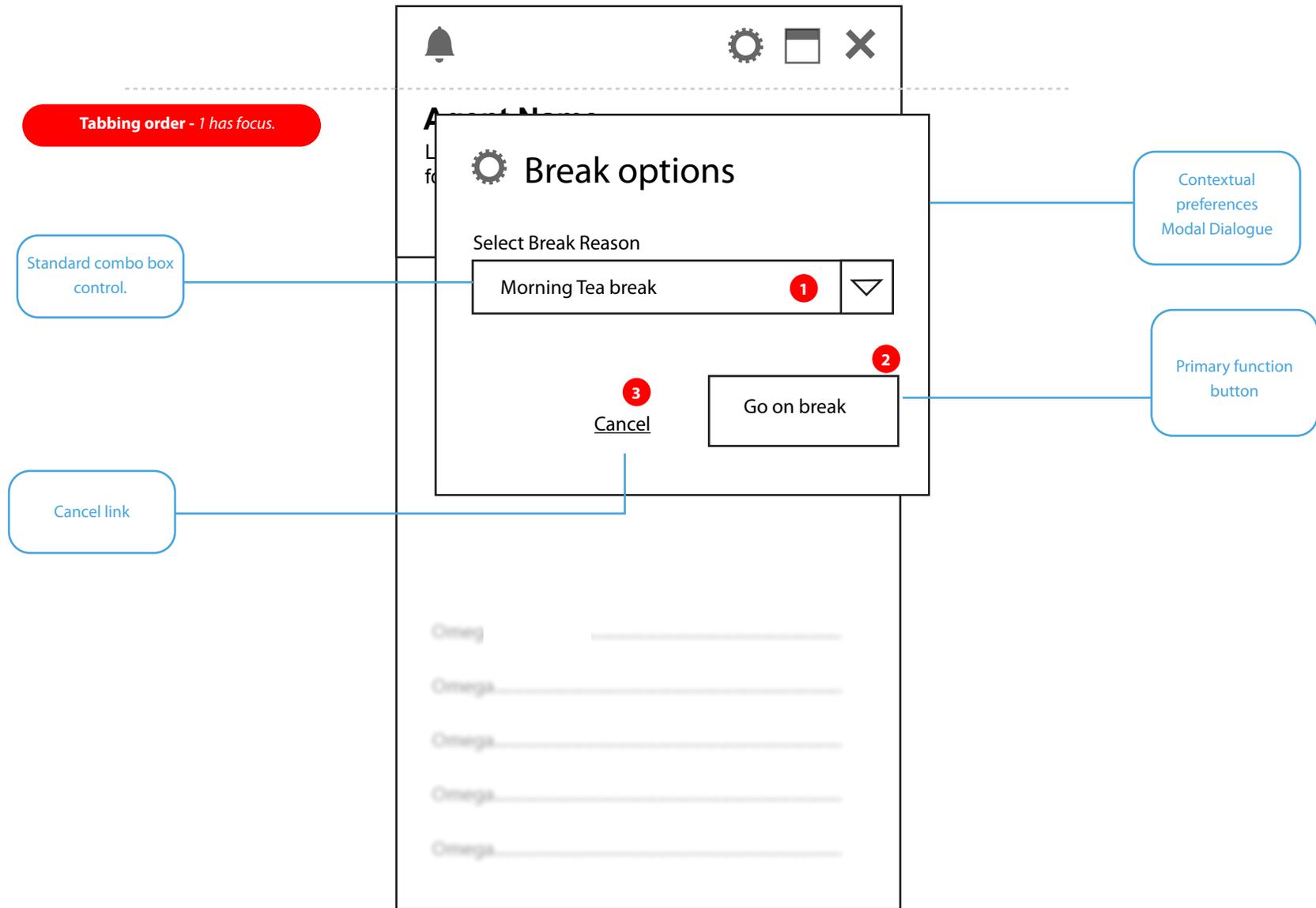
Text and Tiles

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.

Tabbing order - 1 has focus.

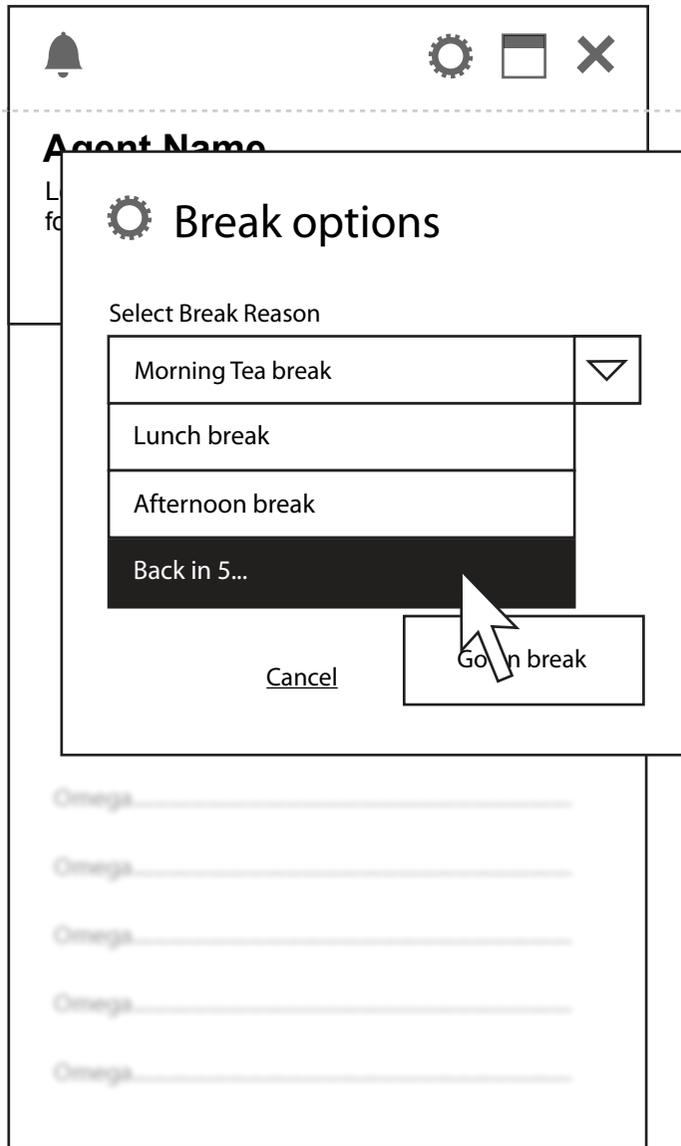


On rollover of the Agent state panel and a subsequent click on the Worktime button's option icon, a modal dialogue is opened. When the Dialogue is opened, the Agent state panel will return to its non rolled over (passive) state.

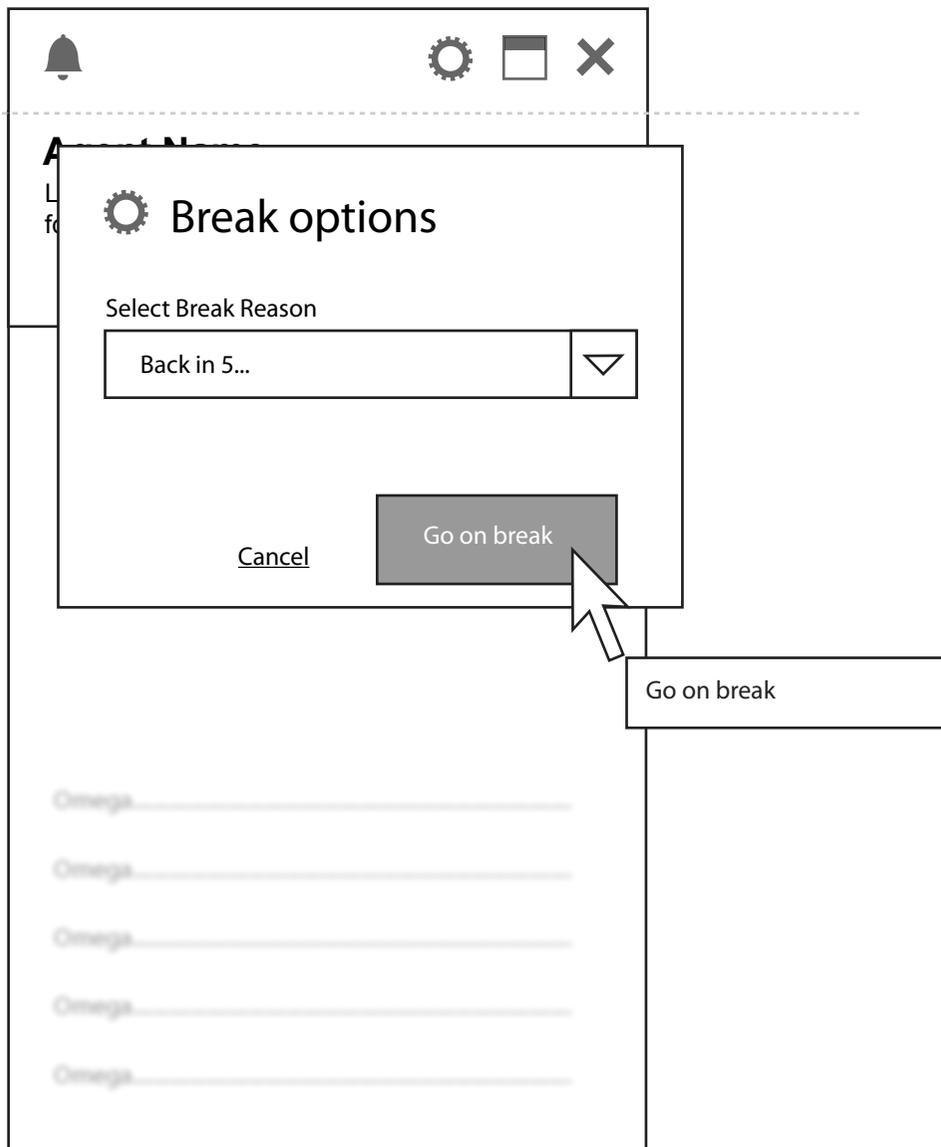


Worktime Options Dialogue

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.

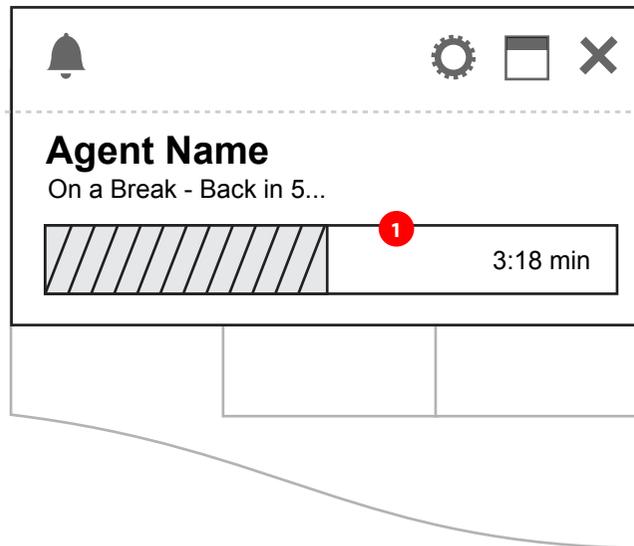


The Agent can select the reason for their worktime from the combo box. Depending on the settings made by the administrator, the agent may or may not be able to enter a custom reason for the selected worktime reason.

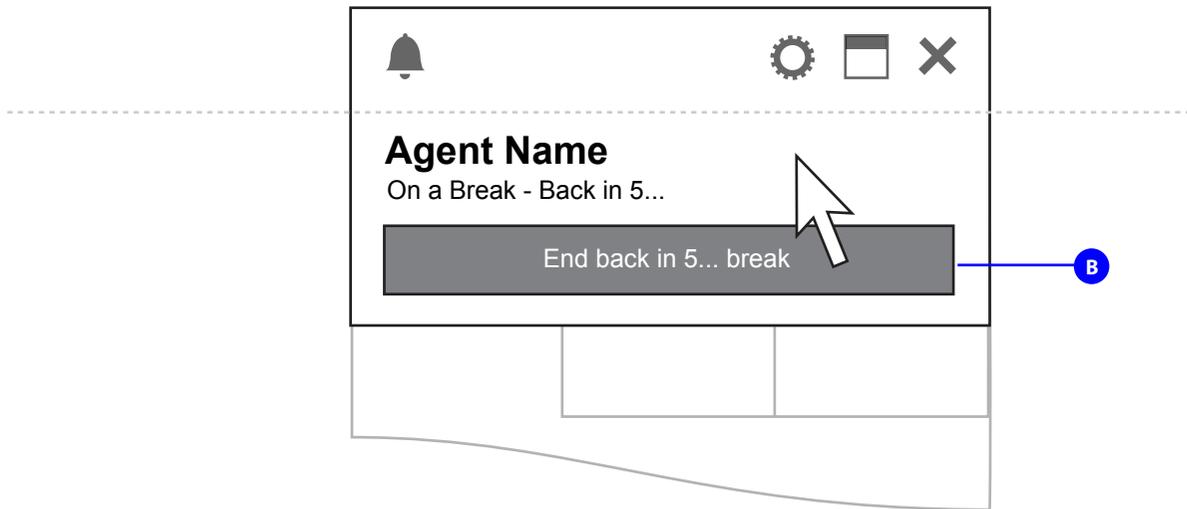


On selection of a worktime option from the combo box, the Primary Action Button is updated to show the selected option. The Agent State Control Button (page 02) is also updated to show this option.

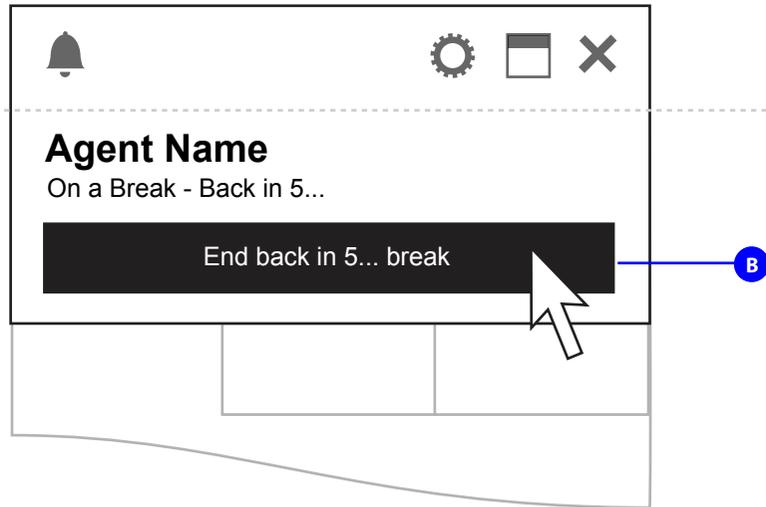
Tabbing order - 1 has focus.



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.



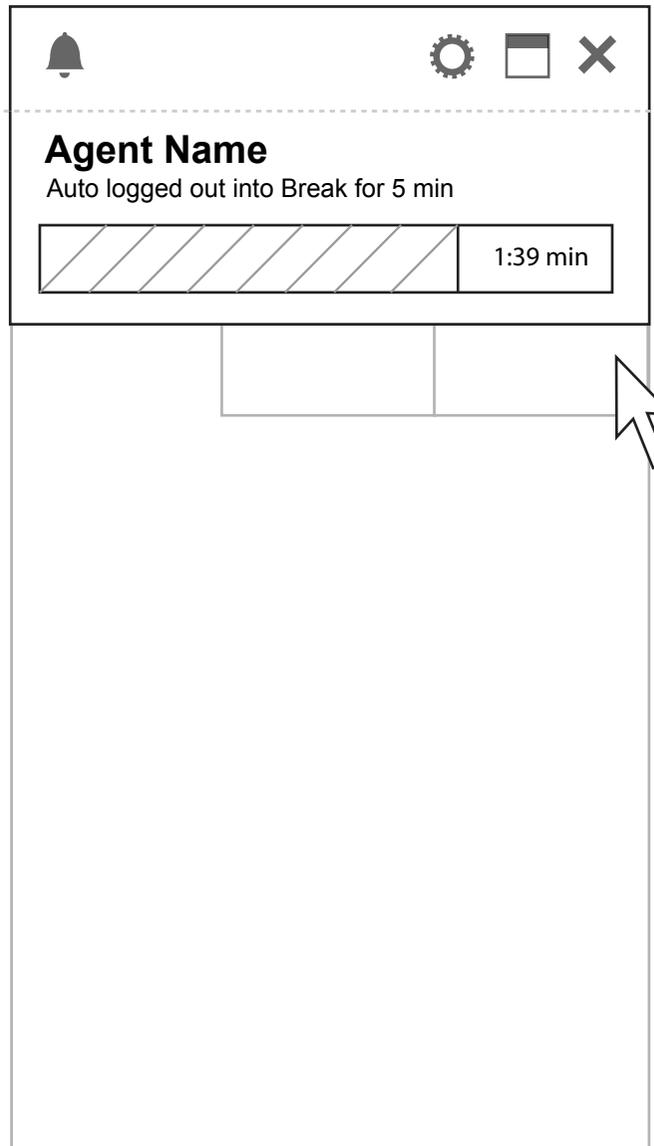
On **Rollover** of the Agent Panel the Timer swaps to display the End Worktime button.
Clicking on the End Worktime button will end the agents Worktime and reset the Panel to it's default logged in state.
(B) The End worktime functionality as displayed in a fixed worktime scenario



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

A notification window with a title bar containing a bell icon, a gear icon, a square icon, and a close 'X' icon. The main content area displays the text "Agent Name" in bold, followed by "You have been Auto logged out into Break". Below this is a progress bar with diagonal hatching and a "+ 2 min" label. A mouse cursor is pointing at the "+ 2 min" label. The window is positioned above a large, empty rectangular area.

Shows Agent Auto Logged out into excess Break time



The image shows a notification window for an agent's status. At the top, there is a header bar containing a bell icon on the left and three control icons (gear, square, and close) on the right. Below the header, the text "Agent Name" is displayed in bold, followed by "Auto logged out into Break for 5 min". A progress bar is shown below the text, consisting of a hatched section on the left and a white section on the right. The white section contains the text "1:39 min". A mouse cursor is pointing at the right edge of the progress bar. The entire notification window is positioned above a larger, empty rectangular area.