



Understanding Agent Status

Help Documentation

Understanding Active Groups

One key factor in using SmarterTrack efficiently is understanding an agent's status and the groups each agent is active in. Each agent will either be actively participating in a group or not. That is, they will either be active or inactive in each group. When an agent is active, they can be assigned tickets, live chats and/or phone calls using SmarterTrack Communicator. An inactive agent cannot be assigned tickets, live chats and/or phone calls using SmarterTrack Communicator. Note: An agent can be logged into SmarterTrack but not be active in any groups.

In order for a ticket or live chat to be assigned to an agent, the agent must be logged into SmarterTrack, they must be part of the group the ticket or chat is for, and the agent's status must be set to active for the corresponding group. It is important to note that agents and managers **MUST** be part of a group in order to interact with any communications within that group, including tickets and live chats. This includes the ability to search tickets, view tickets in the group's queue and more. If an agent isn't a member of a particular group, regardless of their role, they will not have access to any communications for that group.

If all agents are either logged out or if there are no active and available agents, any tickets or live chats will be directed to the queue and they will sit there until agents log in and become active or until an agent cherry picks the ticket or live chat from the queue. (For more information on cherry picking, see [Live Chat Distribution Methods](#) .) For this reason, training agents to check their status upon logging in or prior to logging out is critical to the company's success.

Agents can manage their active groups by using the Available/Unavailable drop down menu in the upper right corner of the management interface. Clicking on Active Groups will pop up a modal window displaying all the groups the agent is assigned to and whether the agent is active or inactive. For more information about Active Groups, see [Active Groups](#) . For information about how organizations can monitor the status of their agents, see the KB article [Monitor Agent Status](#) .