

How do I Make Myself Available/Unavailable for the Vantage Contact Center (VCC)?

13 Thu, Jul 30, 2020 MAXcallcommand

Question

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Answer

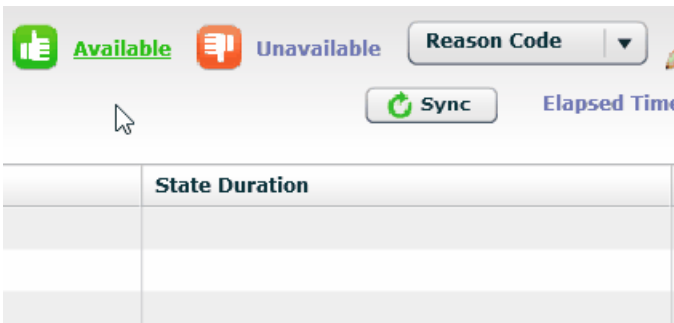
Available

To make yourself available in the queue, click on the text **Available** found at the upper-right corner of the screen. Marking yourself as available while joined in a queue will allow you to receive calls



Unavailable

To make yourself unavailable in the queue, click on the **Dropdown Box** with the text *Reason Code* inside. Select one of the many options to put yourself in an unavailable state



Applies To

MAXcallcommand

Online URL: <https://help.maxcore.io/article-13.html>