

## INFO - Understanding Overriding State

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### INFORMATION

The MiContact Center software looks at employees as a single phone line in Agent State real-time monitors and some reports, such as Agent Event. In environments where two lines may be in use at the same time we must chose an overriding state to display.

This overriding state is a very simple hierarchy. The overriding state will be set to the highest ranking state on the following list (where 1 is highest priority and 18 is lowest).

1. LoggedOut
2. Idle
3. ACD
4. ACDHold
5. NonACD
6. NonACDHold
7. Outbound
8. OutboundHold
9. Do Not Disturb (DND)
10. Worktimer
11. Make Busy (MKB)
12. Ringing
13. System Make Busy
14. OffHook
15. CampOn
16. ForwardedTo
17. LogIn
18. RingingNonACD

### APPLIES TO

MiCC all version

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