

Aux Codes

Introduction

The following page contains the default Aux Codes for R6 and R7 versions of Avaya One-X Agent.

IMPORTANT: Many campaigns have customized their Aux Codes, please check with your leadership to confirm that you are using the right values.

Details

1. In order to access your Aux codes, you will hover over your current state in the Top Bar and go to Auxiliary. You will then go to the appropriate Aux Code.

Default R7 Aux Codes:

NOTE: There is NO Aux reason code for "Lunch". Each employee will be required to log out and back in for their scheduled lunchtime.

Aux Code	Definition / Business Rule
Aux (0)	Default Aux Code once you login to Avaya One-X Agent
Aux (1)	Break
Aux (2)	Resource
Aux (3)	Coaching
Aux (4)	System Issues (Client and/or Qualfon System Issues)
Aux (5)	Non-Bill Train (Qualfon training, Client Non-billable training)
Aux (6)	Bill Train (Billable training)
Aux (7)	Meeting (Team Meeting)
Aux (8)	Callbacks (Scheduled outbound calls)
Aux (9)	Bill Misc (Billable offline work)

Default R6 Aux Codes:

Aux Code	Definition / Business Rule
Aux (1)	15 Minute Break
Aux (2)	Coaching
Aux (3)	Training Bill (Billable Trainings)
Aux (4)	Team Meeting

Aux Code	Floor Support	Definition / Business Rule
Aux (6)	Lunch	
Aux (7)	Back Office	
Aux (8)	System Down (Client and/or Qualfon System issues)	
Aux (9)	Training Unbill (Qualfon Training, Client non-billable training)	

Related Articles

Revision History

Date Created: 12/08/2020 2:44 pm EST

Last Modified: 12/08/2020 2:44 pm EST