

# Agent logged in a queue

The **Agent logged in a queue** type matches when the selected agent is logged in to the selected queue.

Open **Configuration > Conditions**, select **New Condition**, enter a name, choose **Agent logged in a queue** in the Type field, complete the type-specific fields, and select **Save**.

The screenshot shows a web form for editing a condition. The form has a blue header with the word 'Information'. Below the header are several input fields: 'Name' with the value 'Docs Condition - Agent logged in a queue', 'Type' with a dropdown menu showing 'Agent logged in a queue', 'Agent' with a dropdown menu showing '100 - Alex Reed', 'Queue' with a dropdown menu showing 'Accounting', 'Destination when matches' with a dropdown menu showing 'Please select condition destination', and 'Destination when NOT matches' with a dropdown menu showing 'Please select condition destination'. At the bottom of the form are three buttons: 'Save' (blue), 'Delete' (red), and 'Back' (grey).

Agent logged in a queue condition edit form in the Canistracci OIL tenant.

## Fields

Field or option	Description
Name	Display name used in condition lists and selectors.
Type	Select Agent logged in a queue.
Agent	Agent extension or external agent to check.
Queue	Queue where login state is checked.

## Example

Field	Example value
Name	Docs Condition - Agent Logged In
Agent	100 - Alex Reed
Queue	Accounting

# Destinations

For tenant conditions, select the destinations that should run when the condition matches and when it does not match. Global conditions are referenced by tenant-level Use a Global Condition records.

# Editing and deleting

To edit this condition, open **Docs Condition - Agent logged in a queue** from the Conditions list, adjust the fields, and select **Save**. Before deleting it, check IVRs, schedules, routes, feature codes, and other call-flow objects that may reference it.

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