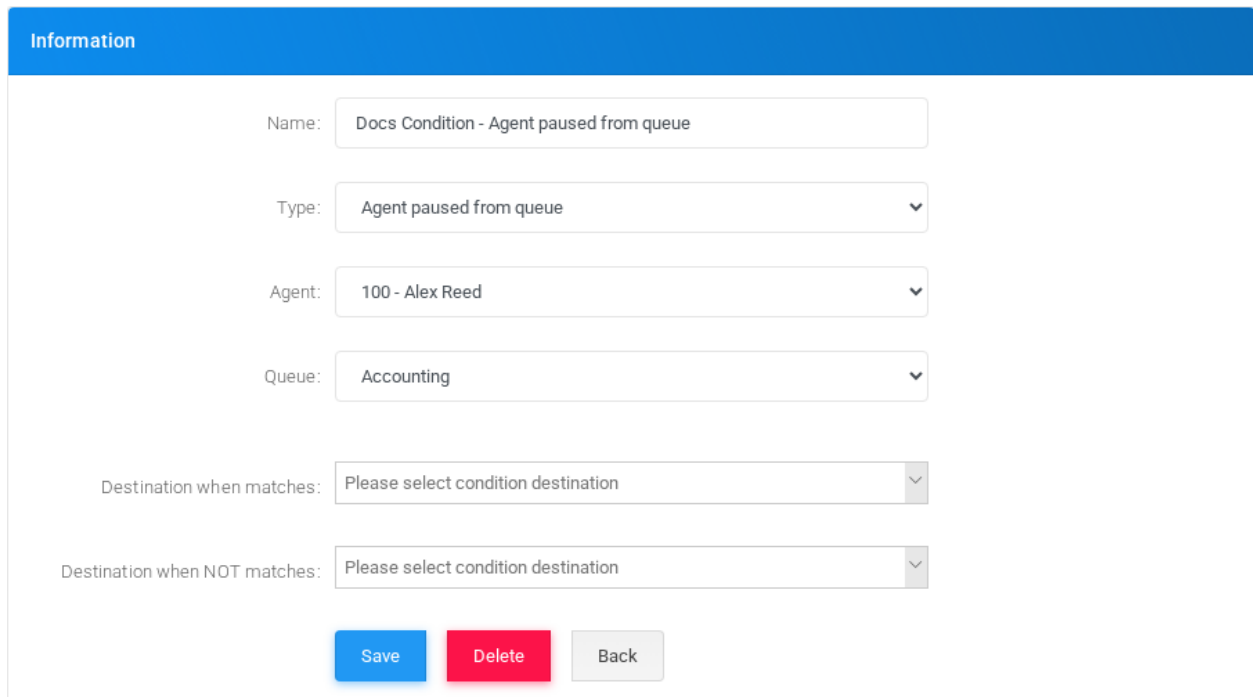


# Agent paused from queue

The **Agent paused from queue** type matches when the selected agent is paused in the selected queue.

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



The screenshot shows a form titled "Information" for editing a condition. The fields are as follows:

- Name: Docs Condition - Agent paused from queue
- Type: Agent paused from queue
- Agent: 100 - Alex Reed
- Queue: Accounting
- Destination when matches: Please select condition destination
- Destination when NOT matches: Please select condition destination

At the bottom of the form are three buttons: "Save" (blue), "Delete" (red), and "Back" (grey).

Agent paused from 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 paused from queue.
Agent	Agent extension or external agent to check.
Queue	Queue where pause state is checked.

## Example

Field	Example value
Name	Docs Condition - Agent Paused
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 paused from 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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