

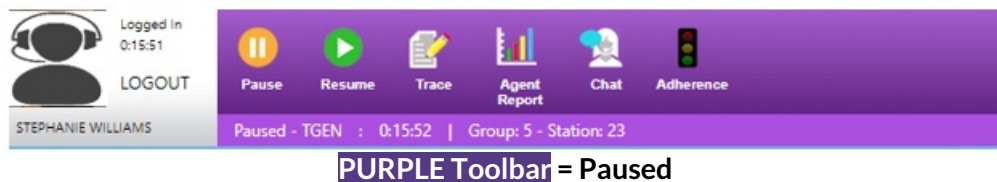
Noble Pause Codes

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Noble Pause Codes

When pausing work in Noble Systems, agents must use appropriate Pause Code



PURPLE Toolbar = Paused

PAUSE CODES HIGHLIGHTED IN GREEN CAN BE USED BY AGENTS AS DESCRIPTION INDICATES BELOW
PAUSE CODES WITH AN *ASTERISK* MUST BE APPROVED BY A MEMBER OF THE LEADERSHIP TEAM
PRIOR TO USING

- **Paused - TGEN – System Generic / Initial Login Status**

1. **LUN1 - Lunch Break**

- Use this code for the duration of any scheduled or unscheduled lunch break you may take.

2. **BRK2 - Paid Breaks**

- Use this code for the duration of any scheduled or unscheduled breaks you may take.

3. **UPB3 - Unpaid Break***

- Use this code when offered the opportunity for an extended, unpaid break during your workday. You may use this code with prior authorization (scheduled) from the WFM Team only.

4. **PRJ4 - Project***

- Use this code when you have been designated to partake on a project. You may use this code with prior authorization (scheduled) from the WFM Team only.

5. OXO5 - One on One*
 - Use this code with prior authorization (scheduled) from your Supervisor and/or the WFM Team only.
6. TMG6 - Team Meeting*
 - Use this code with prior authorization (scheduled) from the WFM Team only.
7. TRN7 - Refresher Training*
 - Use this code with prior authorization (scheduled) from the WFM Team only.
8. COA8 - Coaching*
 - Use this code with prior authorization (scheduled) from your Supervisor and/or the WFM Team only.
9. TEK9 - Technical Issues
 - Use this code whenever you are experiencing technical issues preventing you from handling a customer interaction or regular work while on schedule.
10. TA10 - Training Assistant*
 - Use this code any time you have been tasked with supporting a training activity for our team members by the Training Department. Requires prior authorization (scheduled) from the WFM Team only.
11. TH11 - Town Hall*
 - Use this code when scheduled for Town Hall sessions. You may use this code with prior authorization (scheduled) from the WFM Team only.
12. HR12 - HR Meetings
 - Use this code when meeting with HR.
13. IN13 - Interview*
 - Use this code when interviewing for internal job opportunities within the company. You may use this code with prior authorization (scheduled) from the WFM Team only.
14. SV14 - Survey*
 - Use this code when completing company initiated/authorized surveys. You may use this code with prior authorization (whether scheduled or not), from the WFM Team only.
15. CP15 - Compliance Training*
 - Use this code when completing any required company mandatory compliance training. You may use this code with prior authorization (scheduled) from the WFM Team only.

16. **MD16 - Medical Issue**

- Use this code whenever a medical circumstance prevents you from handling a customer interaction or performing your regular work while on schedule.

17. MS17 - Miscellaneous*

- Use this code with prior authorization from your Supervisor and/or the WFM Team only.

18. SS18 - Side by Side*

- Use this code when sitting and pairing with another team member that is taking calls with the purpose of observing/learning. You may use this code with prior authorization from the WFM Team only.

19. **MN19 - Manual Dial**

- Use this code when your work duties require you to call either a patient for resource in-between calls.

