profile. In yet further embodiments, a combination of both group and individual profiles may be utilized by the central status device **202**.

[0045] The match module **314** determines a match based on the communication type of the inbound communication, availability of agents **104** based on their communication statuses, and applicability of the inbound communication to the agents **104** based on corresponding profiles. The match process may comprise a cross-correlation of the availability of the agent **104** and the applicability of an agent **104** to determine one or more appropriate agents **104** to forward an inbound communication to. Additionally, a master rule set or policy may be stored or associated with profiles which provide a routing priority if more than one agent is available and applicable to receiving the inbound communication. An exemplary embodiment of this determination process is discussed in more detail in connection with FIG. **6**.

[0046] In some embodiments, the match module **314** will take into consideration preferences stored in the profile database **320**. For example, while the agent **104** may be available for voice calls, e-mail messages, and chat messages, the agent **104** may prefer to only respond to e-mail and chat messages between the hours of 11 am to 1 pm.

[0047] While the match module **314**, status module **310**, profile module **312**, and associated databases **320** and **322** are shown as being embodied within the central status device **202**, in some embodiments, the match module **314**, status module **310**, profile module **312**, and/or associated databases **320** and **322** may be embodied within one or more of the communication servers (e.g., servers **214**, **216**, **218**, or **220**). In these embodiments, the determination as to which agent **104** to forward the inbound communication to is performed by the communication server receiving the inbound communication.

[0048] The universal login module **316** is configured to universally log the agent **104** into all enabled agent communication devices **204** and systems associated with the agent **104** with a single login action. For example, if the agent **104** attempts to log into their e-mail system, the universal login module **316** will log the agent **104** into all other agent communication devices **204** and systems, such as for chat and voice calls, associated with the agent **104**. Similarly, when the agent **104** logs out of one agent communication device **204** or system, the universal login module **316** will log the agent **104** out of all other agent communication devices **204** and systems. In alternative embodiments, the agent **104** does not need to log in, but merely indicates that they are present and working (e.g., turns on their computing device or punches in for work). In these embodiments, the universal login module **316**, or similar module, notifies all associated communication servers of the presence of the agent **104**. In various embodiments, once logged in, the agent **104** has an available status (i.e., communication status indicates no inbound communications being handled).

[0049] In some embodiments, the central status device **202** comprises a dedicated central server distinct from the communication servers of the call center **102**. In other embodiments, one of the communication servers or agent communication devices **204** may function as the central status device **202**. For example, the computing device **210** may function as the central status device **202**. In this example, the computing device **210** will know the communication status of the agent **104** if the agent **104** is either responding to an e-mail message or a chat message via the computing device **210**. At the same time, the PBX server **214** will know the agent's status with respect to voice calls. If the computing device **210** is running software that is coupled to the PBX server **214** and allows the computing device **210** to obtain the communication status from the PBX server **214**, then the computing device **210** will know the overall availability status for the agent **104** across all communication types and servers.

[0050] In an alternative example, the PBX server **214** may act as the central status device **202**. In this example, the PBX server **214** will know the communication status of the agents **104** for voice calls. The computing device **210** of each agent **104** knows the status for e-mail and chat messaging, and communicates the communication status to the PBX server **214**. Alternatively, the e-mail server **216** and the chat server **218** know the statuses of the agents **104** with respect to e-mail and chat messaging, and can communicate the communication statuses to the PBX server **214**. As a result, the PBX server **214** knows the overall availability based on the communication statuses for the agents **104** across all communication types and servers.

[0051] FIG. **4** is a flowchart **400** of a process for universal login. In step **402**, a login request from an agent **104** is received. The login request may comprise a user name and password for the agent **104**. In exemplary embodiments, the login request is received directly by the universal login module **316**. In alternative embodiments, the login request is received by one agent communication device **204** associated with the agent **104** and forwarded to the universal login module **316**. For example, the agent **104** may send a login request to their e-mail system. The computing device **210** comprising the e-mail system, in the present example, will then send the login data/confirmation to the universal login module **316**. Similarly, the PBX server **214**, in a phone login case, will forward the login request to the universal login module **316**.

[0052] Subsequently, the universal login module **316** will determine which communication servers to log the agent **104** into. In exemplary embodiments, the universal login module **316** may query the profile module **312** and/or profile database **320** to determine which communication devices are associated with the agent **104** logging in. The profile associated with the agent **104** will contain information as to which communication devices the agent **104** utilizes.

[0053] In step **406**, the universal login module **316** forwards the login request to all appropriate communication servers based on the associated communication devices determined in step **404**. As such, the login request may be forwarded to the communication servers **214**, **216**, **218** and/or **220**. In alternative embodiments, the login request may be sent to each communication device associated with the agent **104**. The communication device then individually logs the agent **104** in.

[0054] The universal login module **316** then receives one or more "success" flags in step **408**. These flags confirm that the agent **104** is logged in with one or more communications server **214**, **216**, and/or **218**. Thus, for example, the PBX server **214** will return a login "success" flag to the universal login module **316** to indicate the agent **104** is logged in with the PBX server **214**.

[0055] In step **410**, the logged in status of the agent **104** is forwarded to the status module **310**. In some embodiments, the status module **310** may update the status in the status database **322**. The agent **104** now is available to receive inbound communications.