

Status & Presence Management

“ Status and Presence are the "line state" indicators that tell the ACD engine whether an agent is available to receive an interaction. While primary statuses are system-defined and cannot be deleted, administrators have significant control over secondary statuses for granular workforce tracking and reporting. Configured under **Admin** → **Account Settings** → **Organization Settings** → **Status Management**.

Navigation Path

Step	Path
1	Click Admin
2	Under Account Settings , click Organization Settings
3	Click the Status Management tab

Status **Secondary Status**

- Available
- On Queue
- Busy
- Away
- Break
- Meal
- Meeting
- Training
- Offline

No secondary statuses have been added.

[+ Add Status](#)

Required permission: [Presence Definition > Edit](#)

1. Status Hierarchy: Primary vs. Secondary

Genesys Cloud uses a two-level hierarchy for presence management.

Primary Statuses (System-Defined)

Primary statuses are hard-coded by Genesys Cloud and cannot be created, renamed, or deleted. They define the base routing behavior of the agent.

Primary Status	ACD Behavior	Calls Accepted?
----------------	--------------	-----------------

On Queue	Agent is active and available to receive ACD interactions	<input type="checkbox"/> Yes
Available	Agent is logged in but not On Queue	<input type="checkbox"/> No (non-ACD only)
Busy	Agent is occupied	<input type="checkbox"/> No
Away	Agent is temporarily unavailable	<input type="checkbox"/> No
Break	Agent is on a break	<input type="checkbox"/> No
Meal	Agent is at lunch/meal	<input type="checkbox"/> No
Meeting	Agent is in a meeting	<input type="checkbox"/> No
Training	Agent is in training	<input type="checkbox"/> No
Idle	Agent is logged in but idle	<input type="checkbox"/> No
Offline	Agent is logged out	<input type="checkbox"/> No

Secondary Statuses (Admin-Defined)

Secondary statuses provide the "why" behind a primary status. They are created and managed by administrators and provide context for workforce reporting and management.

Item	Detail
Maximum active secondary statuses	Up to 30 per primary status
Deactivated statuses	Do not count toward the 30-status limit. Can be reactivated later.
Required permission	Presence Definition > Edit + Admin role

Examples:

Primary Status	Secondary Status Examples
Away	Away - Lunch, Away - Break, Away - Team Meeting, Away - Training
Busy	Busy - Administration, Busy - After Call Work, Busy - Documentation
On Queue	On Queue - Inbound, On Queue - Outbound

2. Configuration & Limits

Limit	Value
Active secondary statuses per primary	30
Deactivated statuses	Unlimited (do not count toward limit)
Divisions per secondary status	One or more — can be restricted to specific divisions

Status management actions available:

Action	Description
Add	Create a new secondary status for a primary status
Deactivate	Remove a status from agent view without deleting it permanently
Reactivate	Restore a previously deactivated status
Translate	Add localized labels for multi-language organizations
Assign to Division	Restrict visibility of a status to specific divisions

3. Division Assignment (Contextual Presence)

Secondary statuses can be scoped to specific divisions, so agents only see the status options relevant to their team.

Without Division Assignment	With Division Assignment
All 30 statuses visible to all agents org-wide	Each division sees only its relevant statuses
Agents may be overwhelmed by irrelevant options	Cleaner UI, less agent confusion
Reporting is org-wide only	Reporting can be filtered by division-specific statuses

Example use case:

Division	Custom Statuses
Telecommunications	Away - SBC Maintenance, Away - Network Incident
Sales	Away - Prospect Call, Away - Demo
HR	Away - Interview, Away - Onboarding Session
All divisions	Away - Lunch, Away - Break (shared)

4. Translations for Global Teams

For organizations with agents across multiple countries, secondary status labels can be translated into different languages. Each translation maps to the same underlying status for reporting purposes.

Language	Status Label	Maps To
English	Away - Lunch	Away
Spanish (Mexico)	Ausente - Comida	Away
Polish	Nieobecny - Obiad	Away

“Translations ensure that agents see status labels in their native language while supervisors and analytics always report against the same underlying primary/secondary status regardless of the language displayed to the agent.

5. Reporting & Workforce Management

Presence data is one of the primary inputs to Workforce Management (WFM) and real-time supervision.

Real-Time Views

Supervisors can monitor agent status in the **Agent Activity** view and **Queue Activity** view:

View	What You Can See
Agent Activity	Current status, time in status, queue assignment, recent interactions
Queue Activity	Agents on queue, agents available, agents in each secondary status

Historical Reporting

Report Use	Description
Status Duration	Track exact time spent in each primary and secondary status per agent
Adherence Tracking	Compare scheduled status (from WFM) against actual status in real time
Team Trends	Identify if a team is spending excessive time in non-productive statuses (e.g., Busy - Administration)
Secondary Status Breakdown	Drill into Away - Lunch vs. Away - Meeting distributions across shifts

6. Presence Restore on Reconnect

Setting	Description
Restore previous presence for agents who disconnect and reconnect	When enabled, if an agent loses their connection and reconnects, Genesys Cloud automatically restores their presence to the status they had before disconnecting instead of defaulting to Offline or Away.

“ Prevents agents from inadvertently going offline in reporting due to brief connectivity drops, which would otherwise affect adherence scores and queue staffing.

Summary Reference

Feature	Location	Key Limit
Secondary status creation	Admin → Organization Settings → Status Management	30 active per primary
Division assignment	Status Management → Edit status	Per status
Translations	Status Management → Edit status → Translations	Per status per language
Deactivation / Reactivation	Status Management → Edit status	Deactivated don't count toward 30
Presence restore	Organization Settings → Settings → Contact Center	Toggle on/off

Last verified against Genesys Cloud Resource Center - March 2026

Revision #3

Created 12 March 2026 22:08:46 by Cesar Gzz

Updated 13 March 2026 00:20:17 by Cesar Gzz