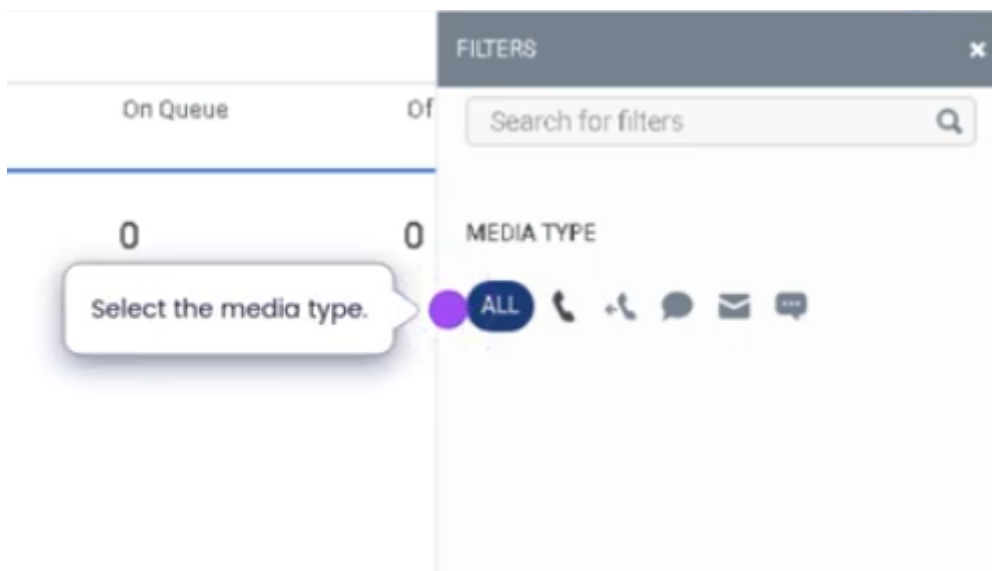
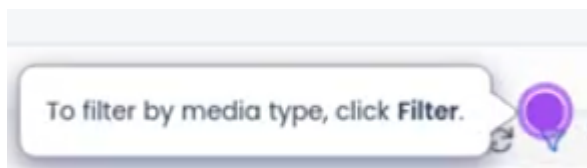
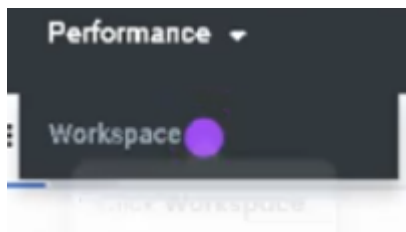
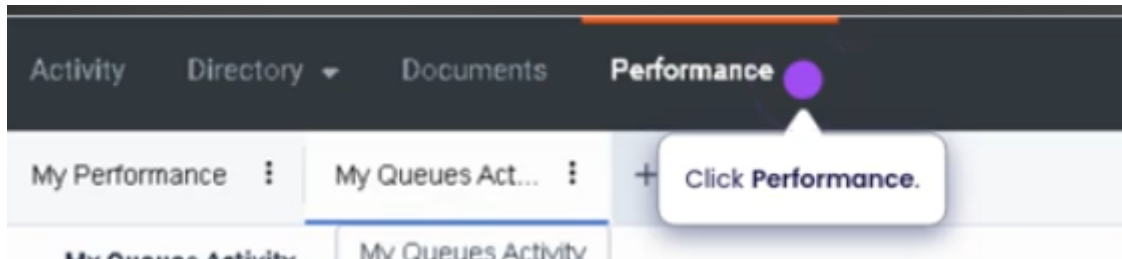


Genesys Cloud - Admin - My queues and activity view



My Queue and Activity View (Genesys Cloud)

Summary

The **My Queue and Activity view** in Genesys Cloud provides agents with real-time visibility into the **queues they are assigned to and the current activity levels within those queues**. This view allows agents to monitor queue workload, understand interaction demand, and track their personal participation in queue activity.

Agents can see information such as **active interactions, waiting interactions, queue membership, and their participation status**. This visibility helps agents stay aware of operational demand and respond appropriately when handling interactions.

Utilization

Use Case	Description
Queue workload awareness	Agents can monitor the number of interactions waiting in queues
Queue membership visibility	Shows the queues the agent is assigned to
Interaction demand monitoring	Helps agents understand current queue activity
Operational transparency	Provides insight into contact center workload in real time
Performance awareness	Agents can track their participation in queue activity

Using the **My Queue and Activity view** helps agents maintain awareness of **current service demand and operational priorities**.

Best Practices

Practice	Reason
Monitor queue activity regularly	Helps agents anticipate incoming interactions
Stay in Available status when workload is high	Supports queue performance and service levels

Practice	Reason
Understand assigned queues	Ensures agents are aware of which queues they support
Coordinate with supervisors during high volumes	Helps maintain operational balance
Use the view to understand workload trends	Improves situational awareness during shifts

Example Scenarios

Scenario 1 – Monitoring Queue Demand

Agent opens My Queue and Activity view
↓
Agent sees increased number of waiting interactions
↓
Agent prepares to receive additional interactions
↓
Agent remains available to support queue demand

Scenario 2 – Agent Assigned to Multiple Queues

Agent checks My Queue and Activity view
↓
Agent sees activity levels across assigned queues
↓
Agent understands where interactions are coming from
↓
Agent manages interactions accordingly

Scenario 3 – High Interaction Volume

Contact center experiences high call volume



Agents monitor queue activity levels



Agents remain available to handle interactions



Supervisors adjust staffing if necessary

Key Benefits

Benefit	Explanation
Real-time queue visibility	Agents can see current interaction demand
Improved situational awareness	Helps agents understand operational workload
Supports service levels	Encourages agents to remain available during high demand
Queue transparency	Shows which queues agents are supporting
Operational efficiency	Helps teams respond quickly to changing workloads

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