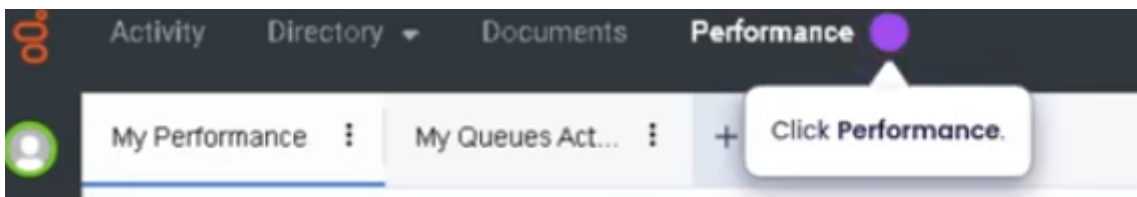
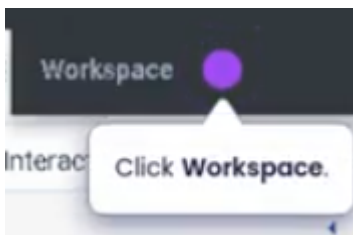


# Genesys Cloud - Admin - My status view

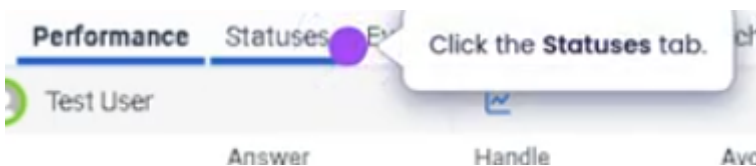
Go to performance



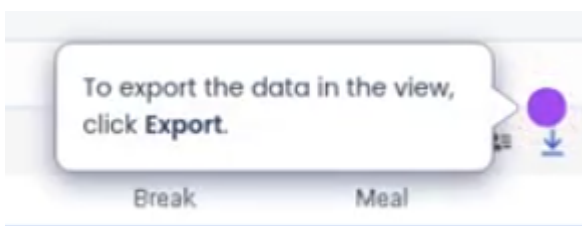
Select your workspace

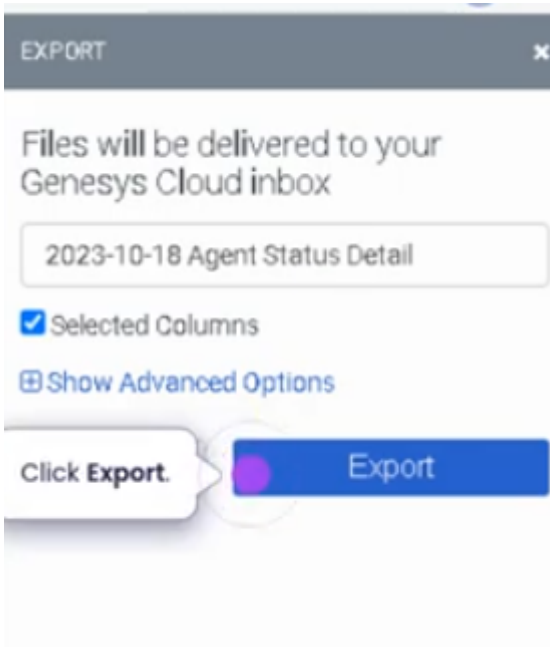


Click statuses tab



To export data





# My Status View (Genesys Cloud)

## Summary

The **My Status view** in Genesys Cloud allows agents to monitor and control their **current availability status** within the contact center. This view shows whether the agent is available to receive interactions or currently in a non-routable state such as break, meeting, training, or offline.

Managing status correctly is critical for **queue routing, workforce management adherence, and real-time reporting**. When an agent changes their status, Genesys Cloud immediately updates their availability in the routing engine and operational dashboards.

## Utilization

Use Case	Description
Availability control	Agents mark themselves <b>Available</b> to receive interactions
Break or non-working states	Agents change status to break, meeting, lunch, or training
Workforce adherence	Supervisors track adherence against scheduled activities
Interaction routing	Routing engine uses agent status to determine availability
Personal activity tracking	Agents view how long they have been in a specific status

Proper use of status helps ensure **accurate reporting, effective queue routing, and adherence to workforce schedules.**

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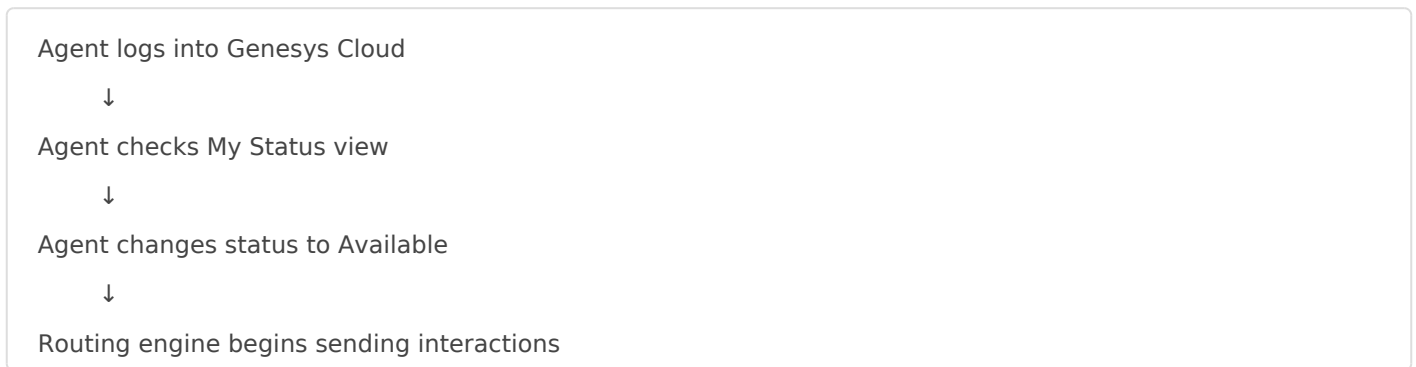
# Best Practices

Practice	Reason
Set status accurately before leaving the workstation	Prevents missed or misrouted interactions
Return to <b>Available</b> when ready to receive interactions	Ensures proper routing and staffing coverage
Follow WFM schedule adherence guidelines	Maintains staffing levels and operational planning
Avoid manually forcing statuses outside policy	Prevents inaccurate reporting
Use the correct break or activity status	Helps supervisors track adherence and performance

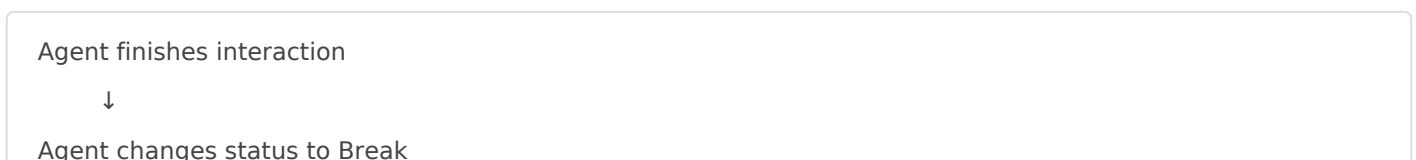
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# Example Scenarios

## Scenario 1 – Agent Starting Shift



## Scenario 2 – Agent Taking Scheduled Break



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Routing engine temporarily stops sending interactions

↓

Agent returns and switches back to Available

## Scenario 3 – Supervisor Monitoring Status

Supervisor monitors agent dashboard

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Agent status displayed in real-time

↓

Supervisor identifies agents in Available, Busy, or Break

↓

Staffing decisions made based on real-time availability

## Key Benefits

Benefit	Explanation
Real-time availability tracking	Supervisors and routing engine see agent status instantly
Accurate interaction routing	Only available agents receive interactions
Workforce adherence visibility	Supports schedule compliance and reporting
Operational transparency	Teams can quickly identify agent availability
Improved service levels	Ensures the correct number of agents are available to handle interactions

Revision #2

Created 11 March 2026 15:35:03 by Cesar Gzz

Updated 11 March 2026 21:39:46 by Cesar Gzz