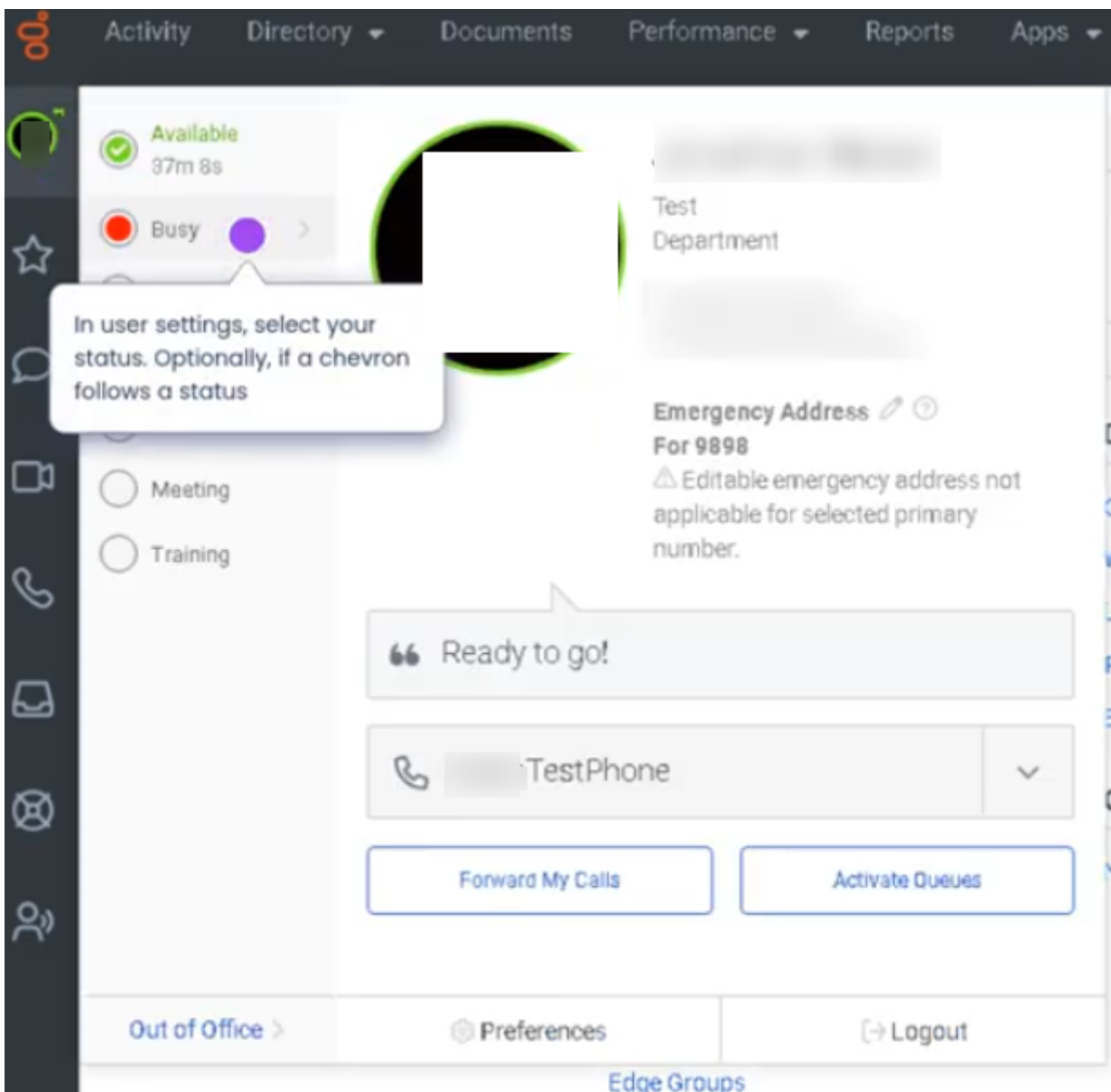
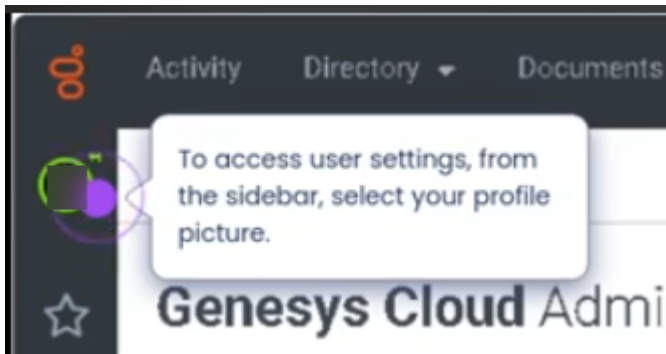
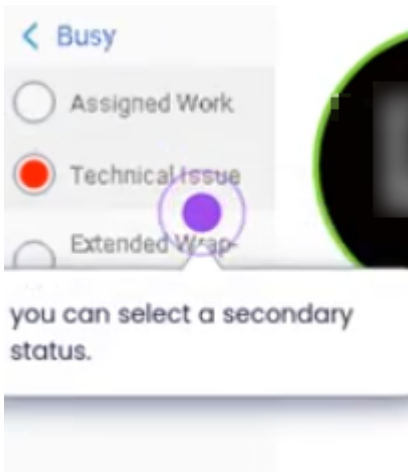


# Genesys Cloud - Agent - Change Presence and Status





# Change Presence and Status (Genesys Cloud)

## Summary

The **Change Presence and Status** feature in Genesys Cloud allows users to control their **availability and activity state** within the platform. Presence indicates a user's **general availability across collaboration tools** (such as Available, Busy, Away, or Offline), while Status reflects the user's **routing availability for interactions** (such as Available, Break, Meal, Meeting, or Training).

Together, these settings help the platform determine **whether an agent can receive interactions** and allow supervisors and coworkers to understand the agent's current availability.

## Utilization

Use Case	Description
Starting a work shift	Agent sets presence to Available and status to Available to begin receiving interactions
Temporary break	Agent updates status to Break or Meal to prevent new interactions
Meetings or training	Agent changes status to Meeting or Training during scheduled activities

Use Case	Description
Remote collaboration visibility	Presence allows coworkers to see if the user is available to communicate
Workforce management adherence	Status changes align with scheduled WFM activities

Changing presence and status helps maintain **accurate routing, operational visibility, and workforce adherence**.

## Best Practices

Practice	Reason
Set presence and status correctly before leaving workstation	Prevents missed interactions
Change status before taking breaks or meetings	Ensures calls are not routed unexpectedly
Follow workforce schedule activities	Helps maintain adherence metrics
Return to <b>Available</b> promptly when ready	Maintains queue coverage and service levels
Avoid incorrect manual status changes	Prevents inaccurate reporting
Communicate status changes when necessary	Helps supervisors manage staffing levels

## Example Scenarios

### Scenario 1 – Agent Beginning Shift

Agent logs into Genesys Cloud

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Agent selects presence as Available

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Agent sets routing status to Available

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Routing engine begins sending interactions

# Scenario 2 – Agent Taking Break

Agent completes current interaction

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Agent changes status to Break

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Routing engine stops sending interactions

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Agent returns and sets status to Available

# Scenario 3 – Scheduled Meeting

Agent receives meeting notification

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Agent updates status to Meeting

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Supervisor sees updated agent availability

↓

Agent returns and switches back to Available

# Key Benefits

Benefit	Explanation
Accurate interaction routing	Ensures only available agents receive interactions
Workforce adherence visibility	Supervisors track schedule compliance
Improved operational transparency	Teams can see agent availability
Better staffing management	Status updates help supervisors manage workloads
Collaboration awareness	Presence helps coworkers know when someone is available

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