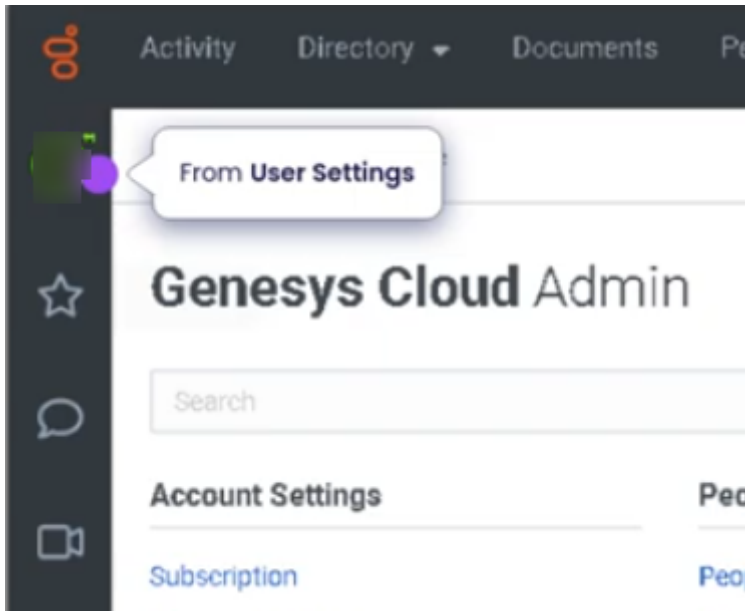


Genesys Cloud - Agent - Choose Queues to Work



Activity Directory Documents Performance Reports Apps Admin

Available 1m 2s

Busy

Away

Break

Meal

Meeting

Training

Test Department

Emergency Address For 9898
 Editable emergency address not applicable for selected primary number.

Ready to go!

TestPhone

Forward My Calls

Activate Queues

Out of Office Preferences Logout

Edge Groups

Directory

Groups

Work Teams

Locations

Profile Fields

External Contacts

Genesys Cloud Voice

click **Activate Queues**. The Active and Available queues lists appear.

Activity Directory Documents Performance Reports Apps Admin Off Queue

Which queues are you working today?

Active

Search for queues

Queue

No data available

0 Queues

Available

Search for queues

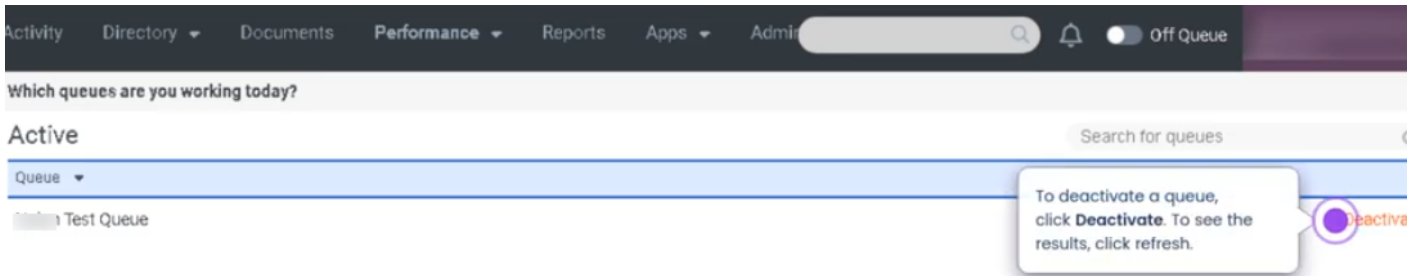
Queue

Test Queue

Activate

To activate a queue, click **Activate**. To see the results, click refresh.

1 - 1 of 1 Queues



Choose Queues to Work (Genesys Cloud)

Summary

The **Choose Queues to Work** feature in Genesys Cloud allows agents to **select which assigned queues they will actively receive interactions from during their session**. Agents may belong to multiple queues, but they can control which ones they are currently working based on workload, skills, or operational instructions.

By enabling or disabling specific queues, agents help optimize **interaction routing and workload management** while still remaining available for the queues they are responsible for.

Utilization

Use Case	Description
Multi-queue agents	Agents assigned to multiple queues choose which ones they are actively working
Skill-based support	Agents enable queues aligned with their expertise
Operational load balancing	Supervisors instruct agents to activate specific queues during high volume
Temporary queue participation	Agents join additional queues during peak demand
Focused work sessions	Agents disable certain queues to concentrate on specific interaction types

This feature allows organizations to maintain **flexible routing strategies and dynamic staffing adjustments**.

Best Practices

Practice	Reason
Only enable queues you are trained to support	Ensures customers reach qualified agents
Verify queue selections at login	Prevents missed interactions
Follow supervisor instructions during high volume	Helps maintain service levels
Avoid disabling queues during active staffing needs	Prevents delays in customer support
Regularly review queue assignments	Ensures agents remain aligned with operational priorities
Stay Available when working selected queues	Allows the routing engine to deliver interactions

Example Scenarios

Scenario 1 – Agent Assigned to Multiple Queues

Agent logs into Genesys Cloud
↓
Agent opens queue selector
↓
Agent enables Sales and Customer Support queues
↓
Agent begins receiving interactions from both queues

Scenario 2 – Peak Volume Support

Supervisor identifies high call volume in Support queue
↓
Supervisor asks agents to enable Support queue
↓

Agents update queue selection



Routing engine distributes interactions accordingly

Scenario 3 – Focused Queue Work

Agent normally supports multiple queues



Agent temporarily disables secondary queues



Agent focuses on primary queue interactions



Queue performance improves for priority workload

Key Benefits

Benefit	Explanation
Flexible queue participation	Agents can control which queues they actively support
Improved routing efficiency	Interactions are directed to agents who enabled the queue
Better workload management	Teams can adapt to changing demand
Operational transparency	Agents clearly see which queues they are working
Supports multi-skill environments	Enables dynamic queue participation for skilled agents

Revision #2

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