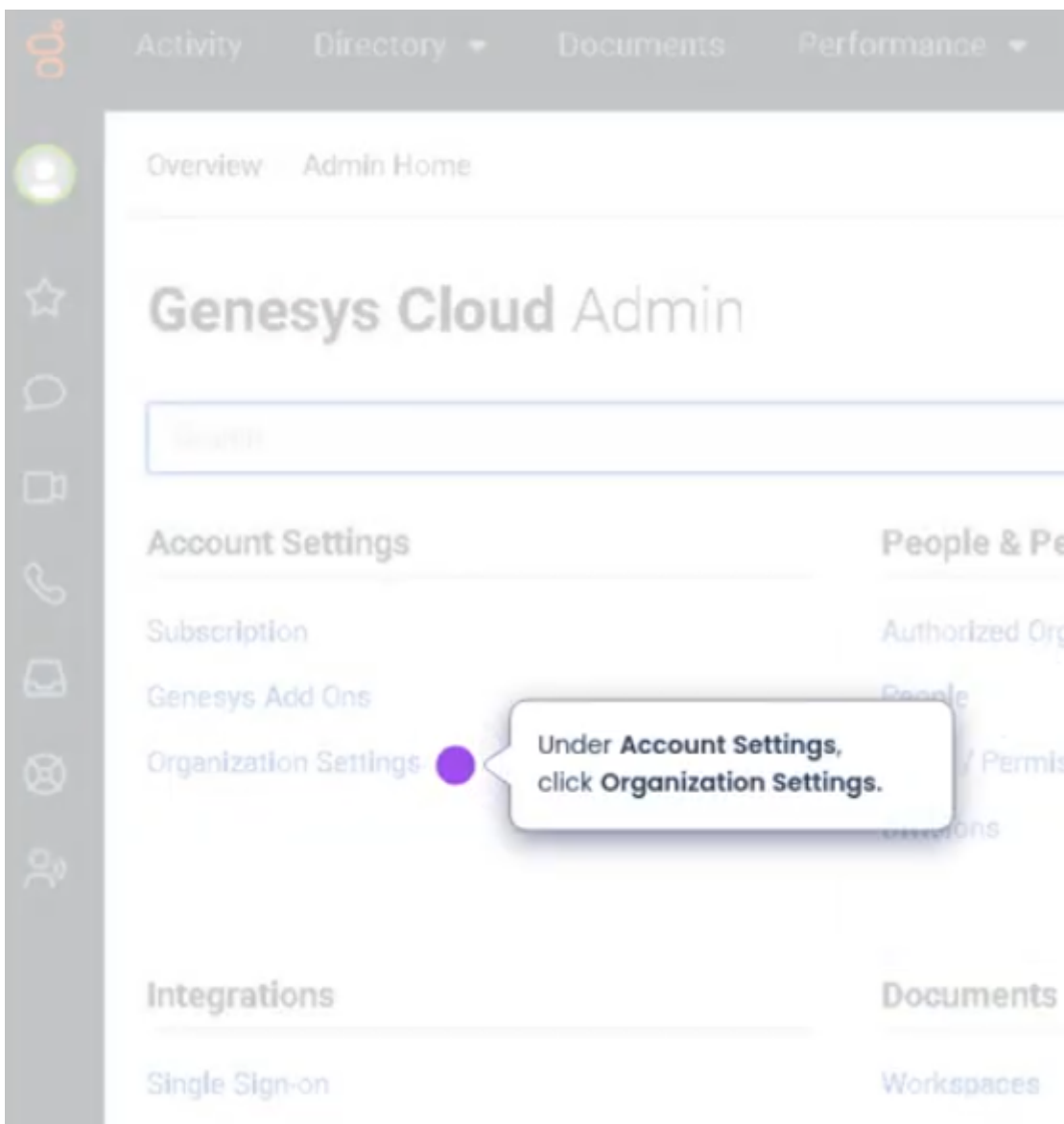


Genesys Cloud - How to - Account Settings - Reset Agent Routing Score after presence change



Activity Directory Documents Performance Reports Apps Admin

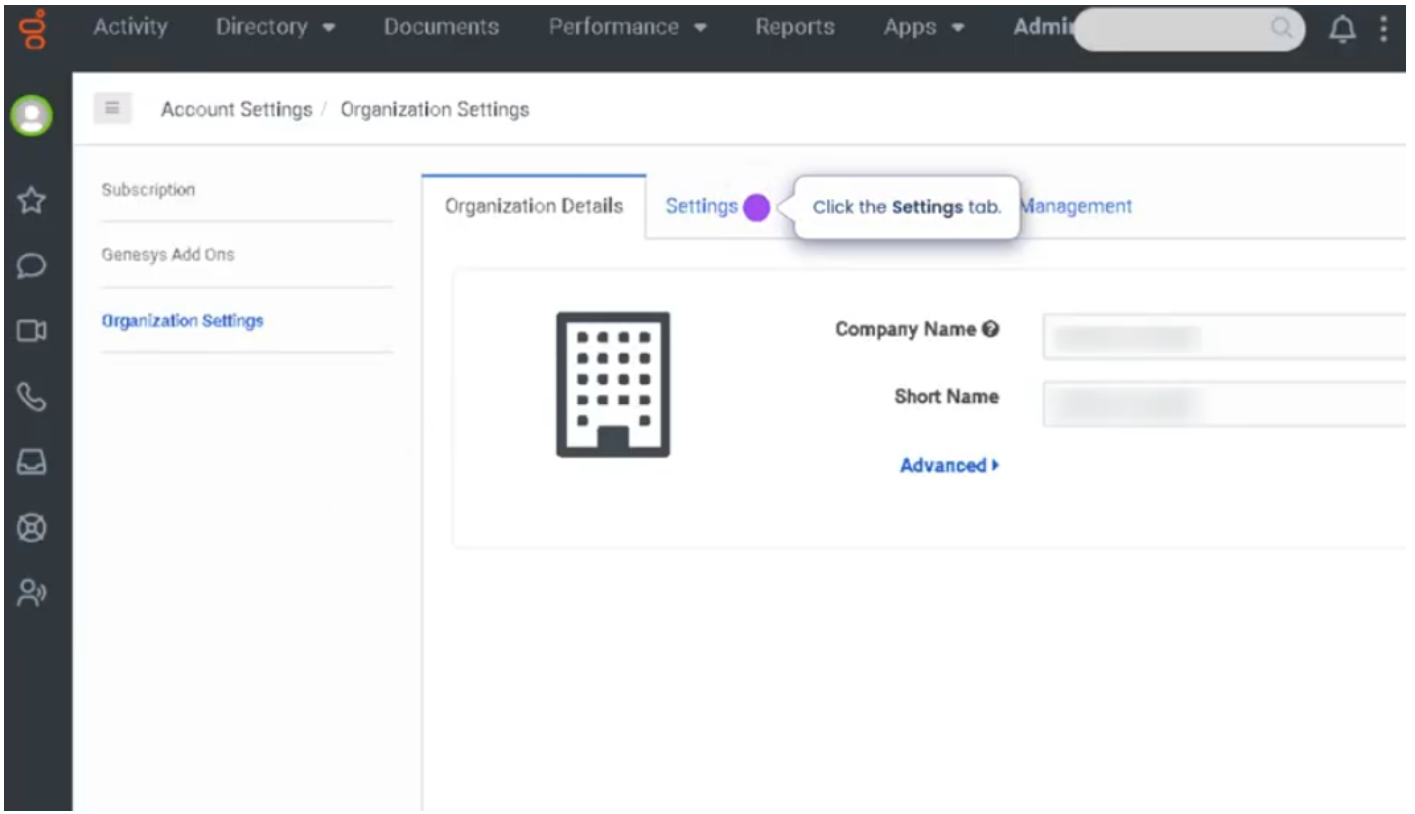
Account Settings / Organization Settings

Subscription
Genesys Add Ons
Organization Settings

Organization Details Settings Management

Click the Settings tab.

Company Name
Short Name
Advanced



Activity Directory Documents Performance Reports Apps Admin

Account Settings / Organization Settings

Subscription
Genesys Add Ons
Organization Settings

Organization Details Settings Authentication Status Management

Enforce Widget Deployments
When on, chat is only allowed via widget deployments. When off, chats can use the legacy web
WARNING: Only turn on this toggle after you have successfully implemented and verified widget

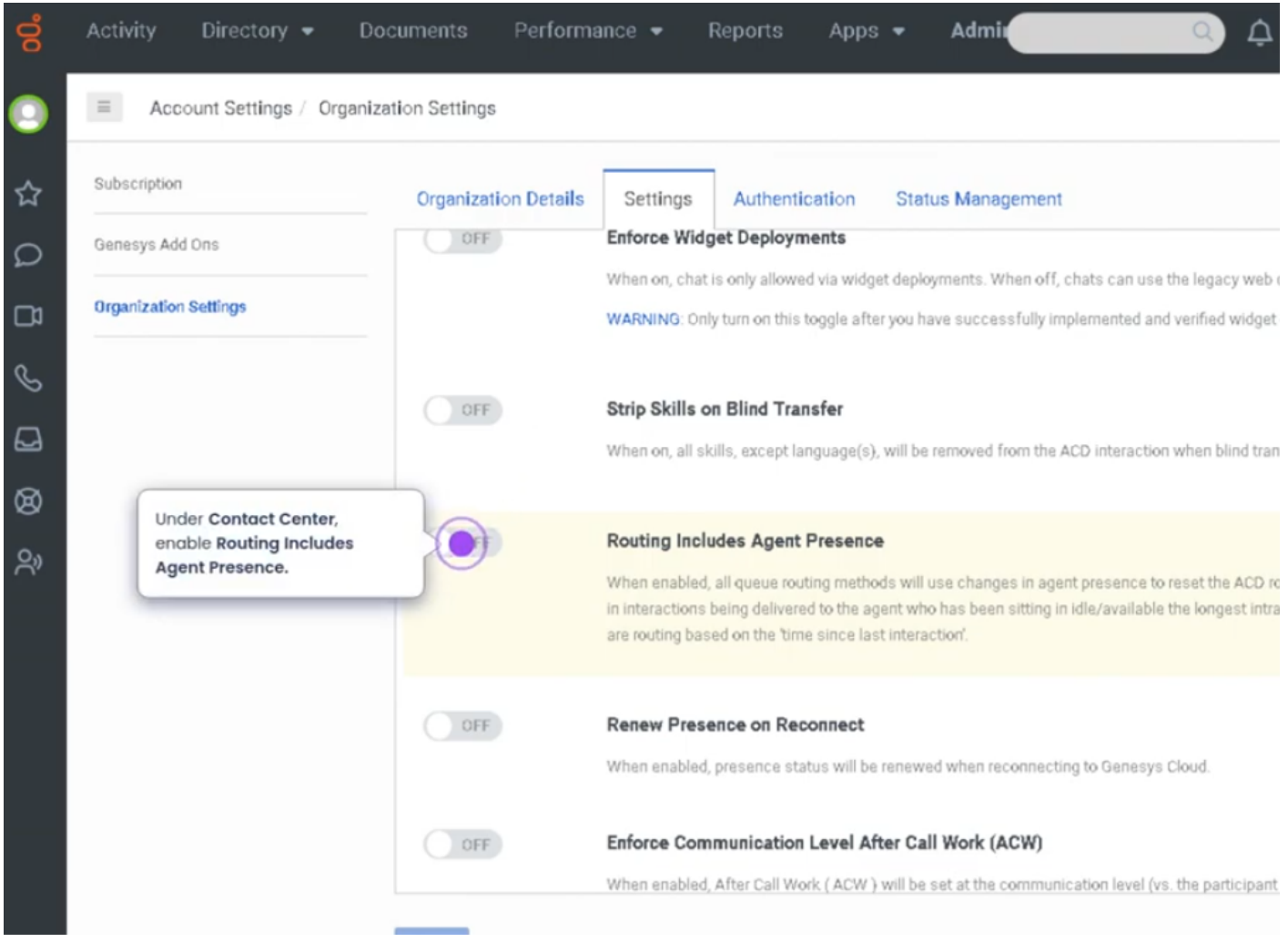
Strip Skills on Blind Transfer
When on, all skills, except language(s), will be removed from the ACD interaction when blind tran

Routing Includes Agent Presence
When enabled, all queue routing methods will use changes in agent presence to reset the ACD r
in interactions being delivered to the agent who has been sitting in idle/available the longest intra
are routing based on the 'time since last interaction'.

Renew Presence on Reconnect
When enabled, presence status will be renewed when reconnecting to Genesys Cloud.

Enforce Communication Level After Call Work (ACW)
When enabled, After Call Work (ACW) will be set at the communication level (vs. the participant

Under Contact Center, enable Routing Includes Agent Presence.



The screenshot shows the Genesys Cloud Administration console. The top navigation bar includes Activity, Directory, Documents, Performance, Reports, Apps, and Admin. The main content area is titled 'Account Settings / Organization Settings' and has tabs for Organization Details, Settings, Authentication, and Status Management. Under the Settings tab, there are several toggle switches and their descriptions:

- Enforce Widget Deployments**: OFF. When on, chat is only allowed via widget deployments. When off, chats can be accessed via other methods. **WARNING**: Only turn on this toggle after you have successfully implemented widget deployments.
- Strip Skills on Blind Transfer**: OFF. When on, all skills, except language(s), will be removed from the ACD interaction.
- Routing Includes Agent Presence**: ON. When enabled, all queue routing methods will use changes in agent presence in interactions being delivered to the agent who has been sitting in idle/available. Routing is based on the 'time since last interaction'.
- Renew Presence on Reconnect**: OFF. When enabled, presence status will be renewed when reconnecting to Genesys Cloud.
- Enforce Communication Level After Call Work (ACW)**: OFF. When enabled, After Call Work (ACW) will be set at the communication level.

A callout box with the text 'Click Save.' points to the 'Save' button at the bottom of the settings panel. The 'Save' button is blue, and the 'Cancel' button is grey.

Reset an Agent's Routing Score After Presence Change (Genesys Cloud)

Summary

In Genesys Cloud, an **Agent Routing Score** is used by certain routing methods (such as **Preferred Agent Routing or predictive routing models**) to determine how interactions are distributed among agents. The routing score helps balance workload and maintain fairness when assigning interactions.

When an agent's **presence changes** (for example from *Available* to *Away*, *Offline*, or another status), the system may **reset the agent's routing score**. This ensures that routing decisions remain fair and accurate once the agent becomes available again, preventing situations where returning agents are unfairly prioritized or delayed in receiving interactions.

Resetting routing scores maintains **balanced interaction distribution and efficient queue performance**.

Utilization

Use Case	Description
Agent returns from break	Routing score resets to allow fair distribution of interactions
Presence change during shift	Score recalculated when agent switches status
Queue fairness	Prevents agents from being unfairly prioritized after absence
Dynamic staffing environments	Maintains balanced workload across active agents
Routing algorithm accuracy	Ensures routing decisions reflect current agent availability

Resetting routing scores helps maintain **equitable interaction distribution within queues**.

Best Practices

Practice	Reason
Ensure agents change presence accurately	Allows routing algorithms to adjust properly
Avoid frequent unnecessary status changes	Prevents disruptions in routing calculations
Monitor queue routing performance	Helps ensure interactions are distributed fairly
Educate agents on presence management	Ensures routing behavior remains predictable
Align routing methods with operational goals	Maintains consistent workload distribution

Example Scenarios

Scenario 1 – Agent Returns from Break

Agent changes status to Break

↓

Agent finishes break

↓

Agent sets presence to Available

↓

System resets routing score

↓

Agent re-enters queue routing fairly

Scenario 2 – Agent Logs Back into System

Agent logs out at end of shift

↓

Agent logs in for next shift

↓

Presence changes to Available

↓

Routing score reset

↓

Agent receives interactions based on current queue conditions

Scenario 3 – Preventing Queue Imbalance

Agent temporarily unavailable

↓

Agent changes presence status

↓

Agent returns to Available

↓

Routing score recalculated

↓

Queue maintains fair interaction distribution

Key Benefits

Benefit	Explanation
Fair interaction distribution	Prevents routing bias when agents return
Improved queue balance	Helps maintain equitable workload
Accurate routing decisions	Reflects current agent availability
Consistent queue performance	Supports stable contact center operations
Better workforce management	Ensures agents rejoin queues fairly

Revision #1

Created 11 March 2026 22:37:34 by Cesar Gzz

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