



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Contact Center Advisor and Workforce Advisor Help

Filtering the List of Agents

12/19/2025

# Filtering the List of Agents

You can filter the list of agents by the following:

- **Text Search**  
Text search filters the list of agents whose details contain the specified text in any field.
- **Agent Groups**  
This list contains all of the agent groups related to the rows selected on the Dashboard.  
  
For example, if an application is selected on the Dashboard, then all the agent groups associated with that application appear in this list. Selecting one or more agent groups results in filtering the list of agents to show only those belonging to those agent groups.
- **Skills**  
This list contains an aggregate of all of the skills for all of the listed agents.  
  
For example, suppose that a Genesys environment has three defined skills: Customer Service, Banking, and Trade Accounts. If the agents have only two of these three skills—Banking and Trade Accounts—those are the skills that appear in the filter.  
  
Selecting one or more skills filters the list of agents to only those that have those particular skills.
- **Status**  
This list contains all of the states that an agent can be in at any given moment. Selecting one or more states filters the agents to show only those who are currently in the selected states. The list of states is as follows:
  - AfterCallWork
  - Break Type1
  - Break Type2
  - CallConsult
  - CallDialing
  - CallInbound
  - CallOutbound
  - CallInternal
  - CallOnHold
  - CallRinging
  - CallUnknown
  - LoggedIn
  - LoggedOut
  - Monitored
  - NotMonitored
  - NotReadyForNextCall

- OffHook
- OnHook
- Offline Work Type2
- SM\_Engaged
- SM\_Outbound
- WaitForNextCall

See also:

- [Sorting the List of Agents](#)
- [Viewing Performance Metrics for Agents](#)