

## **GENESYS**<sup>®</sup>

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## Contact Center Advisor and Workforce Advisor Help

Logging Out an Agent

## Logging Out an Agent

To change an agent's status to logged out:

- 1. Select the agent(s) you wish to log out.
- 2. Select **Logout** from the **Change Phone State** drop-down list and then click **Update.** A dialog box opens for you to confirm the action.
  - To see which agents are going to be logged out, select the **Show Agents** check box.

Once the notification dialog is displayed, you can do one of the following:

- Set up a notification.
- Click **Submit** at the bottom to log out the agent(s) without any notifications.
- To notify parties of the change of status, see Notifying Parties About Changes.
- To return to Resource Management without saving changes, click Cancel.

See also Selecting Agents.