GENESYS™

Contact Center Advisor and Workforce Advisor Help

Refreshing an Agent's Current Status

5/10/2025

Refreshing an Agent's Current Status

The information in the table is not updated automatically. To update the phone states, times in state, and reason codes, click the **Refresh** button ( ).

See also:

- Filtering the List of Agents
- Sorting the List of Agents
- Viewing Performance Metrics for Agents