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# 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](#)