Joining the Queue

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Turn queue routing on to receive calls in Genesys
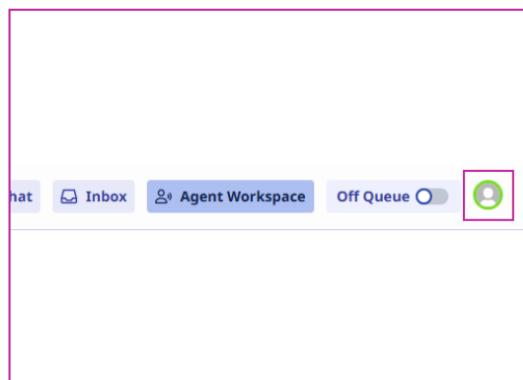
1 **Verify** your status is set to **Available** in *"Agent Workspace".*
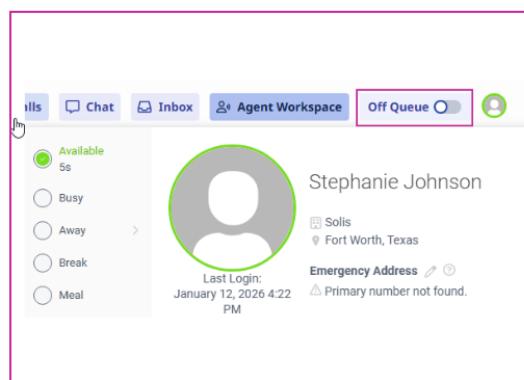
2 **Locate** the *"Queue Toggle"* at the top of your screen.

3 **Switch** the *"Queue Toggle"* from **Off Queue** to **On Queue.**