

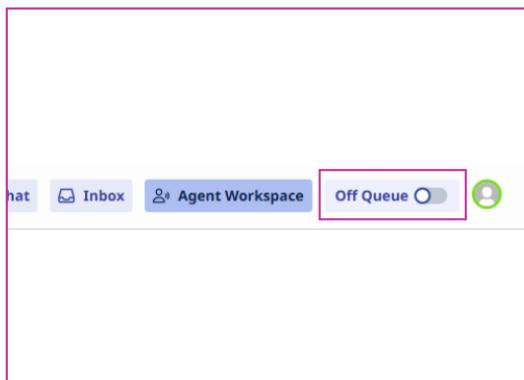
Log Out of Genesys

Last Modified on 01/16/2026 5:16 pm EST

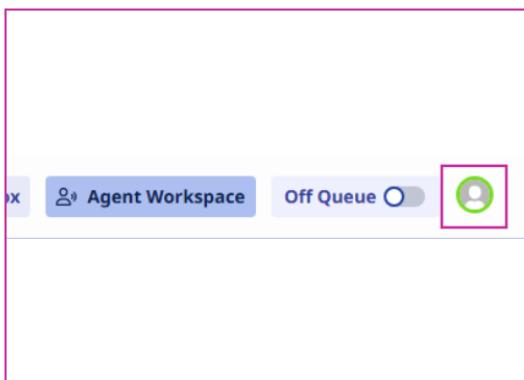


Log Out of Genesys

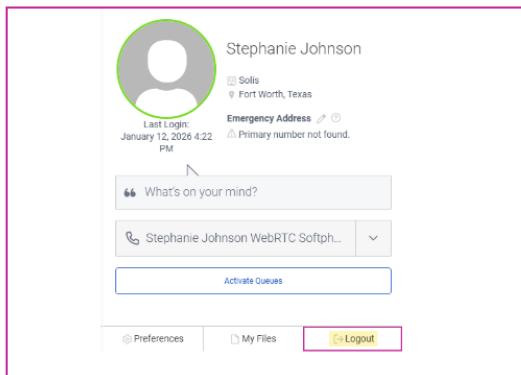
Exit Genesys at the end of your shift



- 1 **Switch the "Queue Toggle" from **On Queue** to **Off Queue**.**



- 2 **Select the **Profile** icon in the upper-right corner of your screen.**



- 3 **Select **Log Out****

Important Notes:

- Selecting **Done** completes the interaction.
- ACW should be used sparingly; documentation is expected to be completed during the call when possible.