

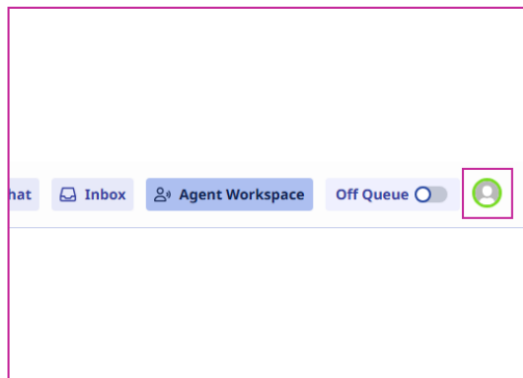
Update Your Status in Genesys

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

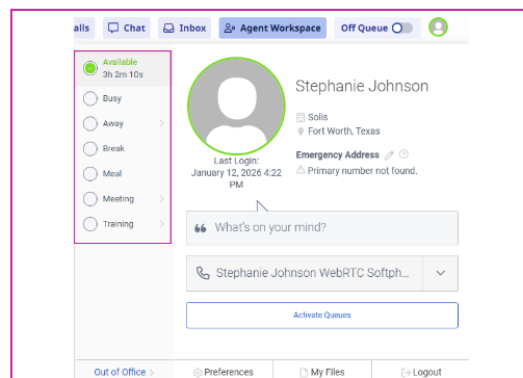


Updating Status in Genesys

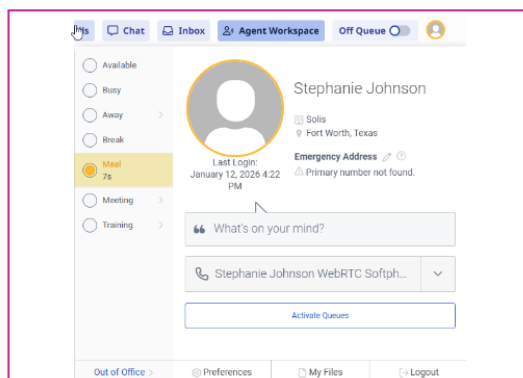
Set your availability so calls route correctly



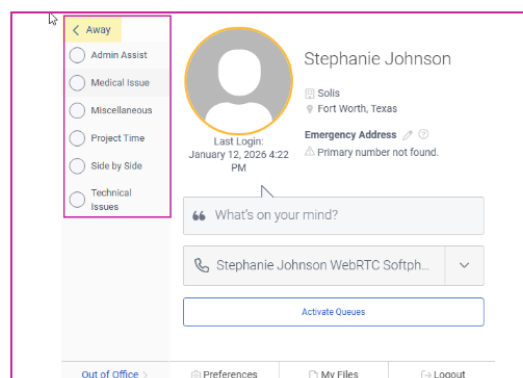
1 Select the **Profile** icon in the upper-right corner.



2 View the list of available status options.



3 Select the status that reflects your current availability.



4 Select an option from the additional list if prompted.