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EX Engage Connector Deployment Guide

EX Engage Connector Agent State Sync Service (EXAS)

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EX Engage Connector Agent State Sync Service (EXAS) syncs the Engage contact center agents states to the Genesys Cloud (GC) EX Org in near-real-time. EXAS opens a connection to the Engage Stat Server, which monitors all agents synchronized to the EX Org by the EXEC Config Sync Service (EXCS). EXAS opens two statistics for each agent included into the EX-sync scope: `CurrentState` and `CurrentStateReason` (Object=Agent, Subject=DNStatus and DNAction correspondingly). EXAS receives real-time updates from the Stat Server, translates them into the Genesys Cloud format, and injects them into the EX Org

Important

- EXAS may fail to sync Engage agent state events to the GC in some failure scenarios. It may happen if EXAS is temporarily down or it cannot connect to the Engage Stat Server.

Mapping Agent States

A Genesys Cloud User state contains two components:

- Presence
- Routing Status

Presence describes user's status when a user is not involved in the contact center activities. As soon as a user starts a work shift and joins an ACD queue, Presence is set to **On Queue**. **Routing Status** is used to indicate the agent state changes during the work shift when agent works on contact center interaction.

The following information obtained from the Engage contact center is used to define the Genesys Cloud User state:

- Agent State
- Call Type (in case if agent is processing a call)
- Reason Code

The table below explains mapping of Engage Agent states into the states of EX Users.

Engage Agent State	Call Type	EX User Presence	EX User Routing Status
Logged Off	No Call	Offline	Off Queue
Not Ready (No reason or	No Call	Busy	Off Queue

Engage Agent State	Call Type	EX User Presence	EX User Routing Status
not-mapped reason)			
Not Ready (Reason: Break)	No Call	Break	Off Queue
Not Ready (Reason: Meal)	No Call	Meal	Off Queue
Not Ready (Reason: Meeting)	No Call	Meeting	Off Queue
Not Ready (Reason: Training)	No Call	Training	Off Queue
Not Ready (No reason or Any reason)	Internal	Busy	Communicating
Not Ready (No reason or Any reason)	Any type except Internal	Busy	Interacting
Ready	No Call	On Queue	Idle
Ready	Internal	On Queue	Communicating
Ready	Any type except Internal	On Queue	Interacting
Not Ready - ACW	No Call	Same as original state (*)	Interacting
* ACW request doesn't change the value of User Presence.			

Presence of EX Users mapped from Engage is never set to **Available**. If a logged in Engage agent stays in a *Not Ready* state and doesn't participate in contact center activities, the state of a corresponding EX User is set to *Busy/Off Queue*. Also, a Routing Status of the mapped EX Users is set to *Communicating* only if a corresponding Engage agent is on an internal call, which is a call between a contact center extensions not-related to any interaction with a customer. All other call types trigger the *Interacting Routing Status* for the EX Org User.

If Engage customers want to use standard GC values of User Presence such as *Break*, *Meal*, *Meeting*, and *Training*, then those Presence values should be configured as Reasons on the Engage side. In this case the Engage reasons with those names are mapped to GC as explained in the table above. Any other Engage reason are not mapped to GC even if custom presence values with similar names are configured in GC. Custom Engage reason code is mapped to a *Busy GC User* presence.