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Genesys Engage cloud Supervisor's Guide

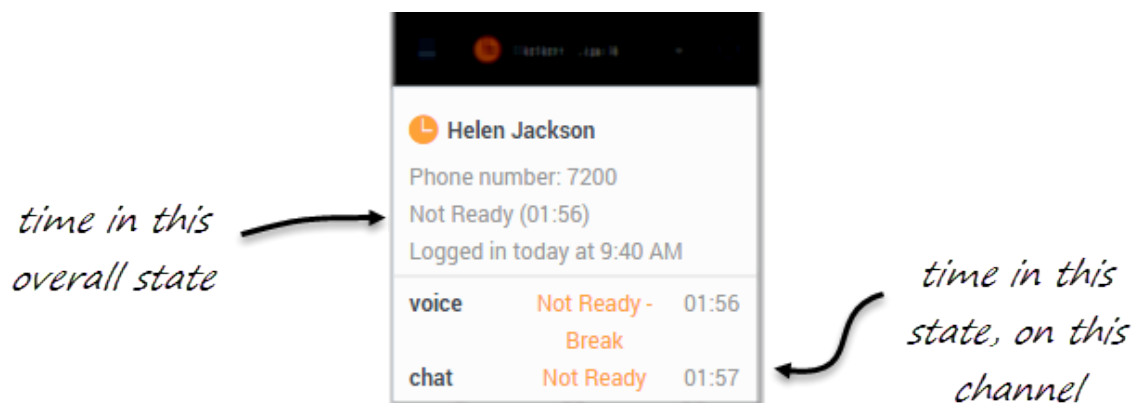
Changing Your Status (v8)

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Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Genesys Engage cloud for Supervisors](#).

You can see your status in the Gplus Adapter for Salesforce on the agent status bar at the top of the adapter. You can also hover over the status with your mouse to see more details about login time, phone number, overall state, and media channel state.



The following video gives you a demonstration on how to change your status on a particular channel:



[+] Show video: Updating your agent status on a channel






[Link to video](#)

Status choices

When you change your status, you choose from a list of states set by your administrator. Generally, you'll see **Ready**, **Not Ready**, and **After Call Work**, but you could also see variations of these options with specific reasons.

Here's a table to describe at the status choices you might see in your adapter:

[+] Show table

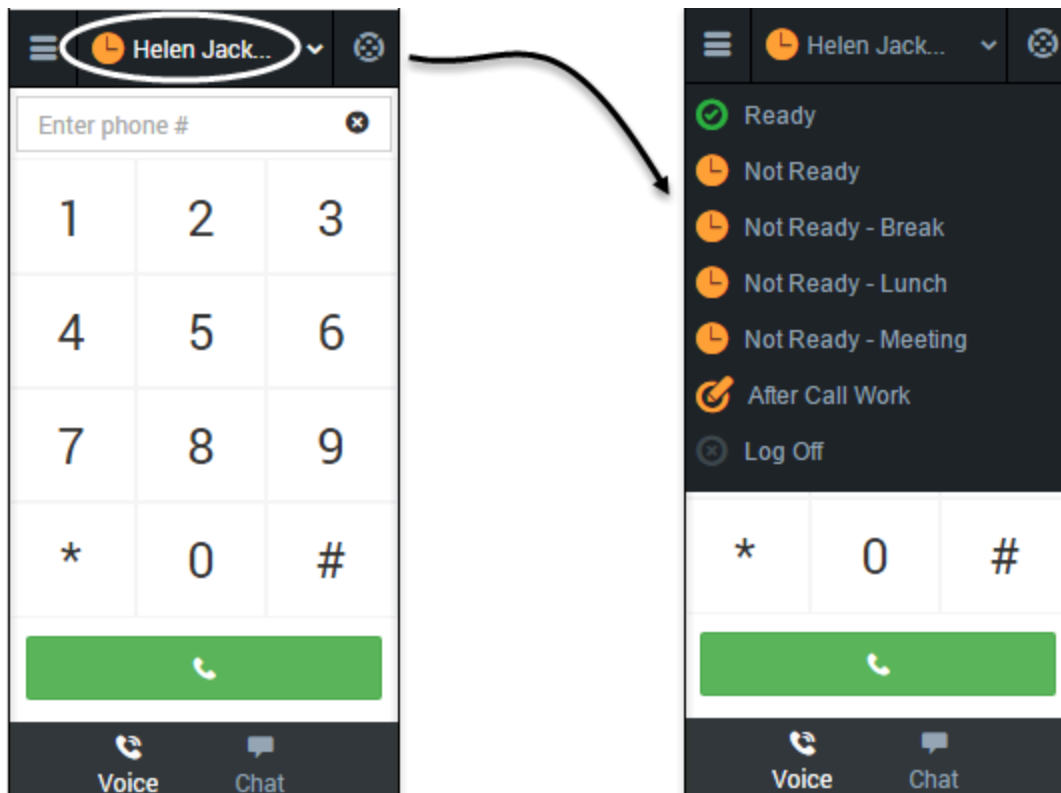
Status	Icon	Description
Ready		You're ready to start accepting calls.
Mixed status		Your status is Not Ready on at least one of your logged-in channels.
Not Ready		You're not ready to accept calls. You might also see options such as Not Ready - Lunch .
After Call Work		You're not ready to accept calls because you're completing some admin duties for a previous call. You might also see options such as After Call Work - Verification .
Log Off		Log off all channels. You can log off all channels on your adapter and still remain logged into the adapter.

Tip

Your environment might be configured to automatically change your status:

- When a call ends, your status might be set to **After Call Work** .
- When you click **Mark Done**, your status might be changed from **After Call Work** to **Ready**, **Not Ready**, or some other value, .

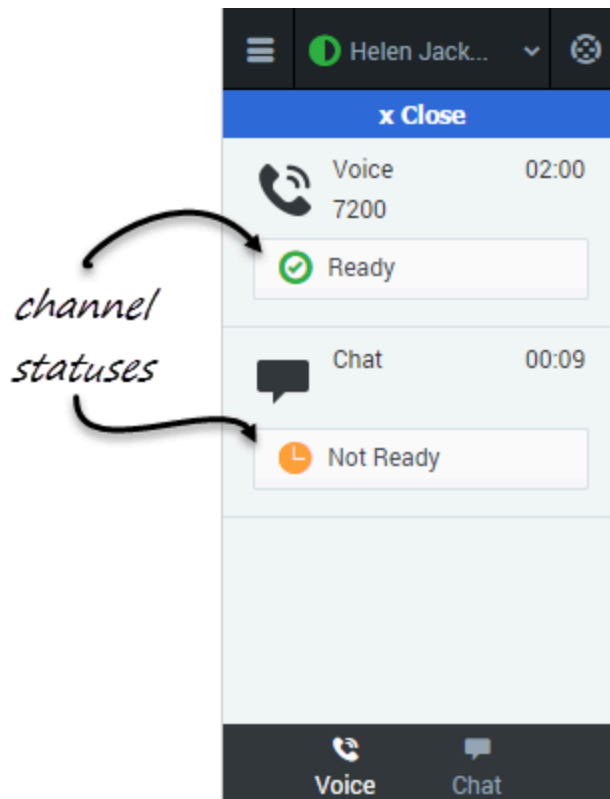
Updating your overall status



If you're logged in to multiple channels, selecting a new status from the status bar changes the status across all channels. Your overall agent status only considers the status of the channels that you are logged into. For example, if you are logged into the voice channel and in **Ready** state, but not logged into the chat channel at all, your global agent status indicates that you are in a global **Ready** state.

To update your overall status, click the agent status bar, and select a new status.

Updating your status on a single channel



To update your status for a particular media channel, click the main menu, select **Channels** to see the list of channels, click the white agent status box, and then select a new status from the list.