**Genesys Statuses for Agents (Updated 12/7/21)**

**Ready** – Available to take calls

**Not ready - Last Call** – Use for bathroom breaks

**Not ready - Technical Issues** – Use for any technical issues. Notify all admins of any issues when you’ve set this status

**Not ready - On Break** – Use for taking a break

**Not ready - Lunch** – Use for lunch time if your county uses this

**Not ready - Training** – Use for trainings

**Not ready - Meeting** – Use for meetings.

**Not ready - Case Processing** – Use for doing any other work besides taking calls in call center

**After Call Work** –This is our old “wrap up” status and is 15 seconds. Switch to Extended Aftercall to finish casework or you will be placed back to a Ready status to take calls

**Not Ready - Extended After Call** – Use when you need more time to finish processing a case after completing a call. This is our old “After Call Work” status.