GENESYS™

Manage your Contact Center in Agent Setup

Create and manage custom agent states

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  - Administrator

Custom agent states enable you to tailor agent states to fit your business needs.

Related documentation:
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On the **Custom Agent States** tab, you can add custom agent states that an agent can select for After Call Work and Not Ready reasons.

> ### Important
> Custom Agent States only displays existing **Not Ready** codes created under the Contact Center Settings.

You can organize custom agent states into folders. When you select the **Folder** option, a drop-down list box is displayed where you can select a folder or click the add folder icon to create a new folder.

Once you have selected the folder, enter an appropriate **Display Name** (example: *Lunch Break*) and a relevant **Code** that is unique.