

## **GENESYS**

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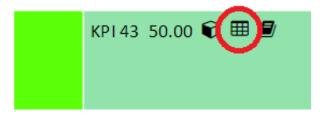
## Performance DNA Administrator Guide

User Drilldown

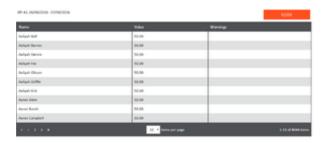
## User Drilldown

On the leaf nodes of the partition chart, there is a grid button that can be pressed to view a more detailed view of the

## Agent Performance



This will bring up a chart showing the strand name, the date range it applies to and all the users within the **Strand** with their individual warnings and errors, if applicable.



If the node is a **Calculated Component**, it will show the formula used and the components' raw values within the user row.

