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Contact Center Advisor and Workforce Advisor Help

[Key Action Reports Table](#)

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Key Action Reports Table

From the Key Action Reports table you can:

- Select a key action report to highlight its associated alerts.
- Select an alert to highlight its associated key action reports.

The details of a key action report are described in the [Action Management Page](#).

Key Action Report Table

The details of a key action report are described in the table below.

Parameter	Description
Column Chooser button	Opens the Column Chooser , enabling you to select the columns you want to hide or display.
Author	(Display only): The user name of the user who creates the key action report.
Responsible Assignee	The user name of the user who carries out the action. The responsible assignees are <i>not</i> notified when they are assigned to an action.
Creation Time/Date/Time Zone	(Display only): The system time at which the key action report is saved.
Key Action Time/Date/Time Zone	When the action was actually taken. The default is the creation time, date, and time zone.
Update Time/Date/Time Zone	(Display only): The system time at which the key action report is updated.
Alert Cause	The cause of the alert.
Alert Cause Description	(Optional): A description to elaborate on the selected alert cause.
Key Action Taken	The action taken to resolve the alert violation.
Key Action Description	(Optional): A description to elaborate on the selected key action taken.
Results of Action Taken	(Optional): A description for the result.
Lessons Learned	(Optional): A description for the lessons learned.
Success Rating	A rating for the success of the key action. Providing a value for the success rating indicates that the key action report is complete. The values are 3, 2, 1, 0, -1, -2, and -3; where 3 indicates that the key action is successful, 0 indicates that the key action had no effect, and -3 indicates that the key action had a negative effect.

Success Time	The amount of time it took for the action to have a successful impact; that is, the violation end time and date minus the key action start time and date, where the key action has a success rating of 1, 2 or 3. The format is hh:mm:ss. If the violation end time and date are not available, the value NA is displayed. If the start time of the key action is earlier than the end time of the violation, a negative value is displayed.
Primary Alert	If the key action report is associated to an alert, the alert details are saved when the report is saved. If multiple alerts are associated, one of the alerts must be designated primary.
# of Associate Alerts	The number of alerts associated to the key action report. This parameter is particularly useful if you do not have permission to see all of the alerts associated to a key action report. If you do not have access to the primary alert, the primary alert values are not displayed.