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Contact Center Advisor and Workforce Advisor Help

Launching the Action Management Report

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Launching the Action Management Report

To launch the **Action Management Report** page for threshold violation alerts and peripheral offline alerts, click the **Create Report** link at the bottom-right of the alert's row in the **Alerts** window.

The information from the alert displays in the Alerts section of the Action Management Report. Access to the **Action Management Report** page is controlled by user roles defined by your administrator (see [Role-Based Access and Permissions](#)). If the link is not visible in the **Alerts** window, you do not have permissions to view the Action Management Report.

Tip

You can also launch the **Action Management Report** page from within the **Alert Management** module or by double-clicking on an alert tile from the map.