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Contact Center Advisor and Workforce Advisor Help

Displaying the Key Action Reports for an Alert

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Displaying the Key Action Reports for an Alert

When you select one or more key action reports, multiple alerts might be displayed. To identify which alerts are associated with a particular key action report, click on that key action report. The associated alerts in the **Alerts** table are highlighted in a secondary color.

1. Select the **Alerts-Key Action Reports** view. The **Alerts** table appears above the **Key Action Reports** table.
2. Select one of the following:
 - A single row
 - Multiple individual rows by holding down the **CTRL** key and clicking on the individual rows to be selected
 - A contiguous block of rows by clicking the first row in the block then holding down the **SHIFT** key clicking on the last row in the block

The **Key Action Reports** table displays the actions for the selected alert(s).

See also:

- [Displaying the Alerts for a Key Action Report](#)
- [Deleting Key Action Reports](#)