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Contact Center Advisor and Workforce Advisor Help

[View Options](#)

View Options

Access to the **Alert Management** module and to the **Action Management Report** page is controlled by user roles defined by your administrator (role-based access). If your role does not include permissions to view the **Alert Management** module, for example, the module is not displayed on your dashboard. For more information, see [Alert Management](#).

By default, the **Key Action Reports** table appears above the **Alerts** table and is filtered to the key action reports for the current day. For more information on filtering, see [Filters](#).

The **Alerts** table (lower table) remains empty until you select a key action report in the upper table. You can change the table orientation by selecting the **View** option:

- **Key Action Reports-Alerts** (default view)—Displays the **Key Action Reports** table above the **Alerts** table.
- **Alerts-Key Action Reports**—Displays the **Alerts** table above the **Key Action Reports** table.

See also:

- [Role-Based Access Permissions](#)
- [Sorting the Rows](#)
- [Refreshing the Data](#)
- [Personalized Settings](#)
- [Filters](#)