

# **GENESYS**

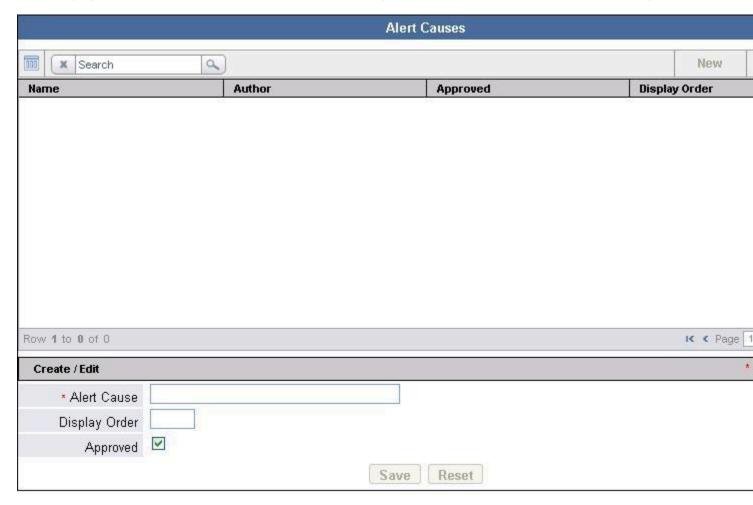
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# Contact Center Advisor and Workforce Advisor Administrator User's Guide

**Alert Causes** 

## Alert Causes

Users record the alert cause when creating a key action report. They may select the cause from the **Alert Cause** drop-down list or enter a new cause. In addition, users can suggest that the entered cause be added to the drop-down list for future use. The alert causes are maintained on the **Alert Causes** page in the Administration module. The following screenshot shows the **Alert Causes** page.



#### Alert Causes Page

The details of an alert cause include:

- **Name**: The name of the alert cause. The name must be unique and is not case sensitive. If the name is modified, it will change on existing key action reports.
- **Author** (display only): Properties that identify the person who created the cause on the **Alert Causes** page or on a key action report. These are the person's first and last name, or e-mail address, or username, depending on what is available in the Configuration Server.
- Display Order (optional): The location of the cause in the Causes drop-down list on the Action

**Management** page. Causes without a sequence number display in alphabetical order. The range of the display order is 30.

Approved: The status of the cause is either approved or unapproved. When added from the Alert
Causes page, the Approved check box is automatically selected. When suggested from the Action
Management page, the Approved check box is unselected (unapproved).

#### From the **Alert Causes** page, you can:

- Add a new alert cause to be available in the Alert Cause drop-down list on the Action Management page. Open the Alert Causes page and use the Search field.
- · Approve an alert cause.
- · Edit an alert cause.
- Delete one or more alert causes that are not used and not included in a key action report.

### Procedure: Approve or Reject an Alert Cause

**Purpose:** On the **Action Management** page, users can enter new alert causes and suggest that they are added to the drop-down list. The suggested causes display in the **Alert Causes** table on the **Alert Causes** page. The causes suggested by a user are initially unapproved.

#### Steps

- 1. To add an unapproved cause to the drop-down list on the **Action Management** page:
  - a. Highlight a row for an unapproved cause in the **Alert Causes** table. The details display in the **Details** section.
  - b. Select the **Approved** check box.
  - c. Click Save.

The approved cause displays in the table with a check mark.

- 2. To leave a cause off the drop-down list on the **Action Management** page:
  - a. Highlight a row for an approved cause in the **Alert Causes** table. The details display in the **Details** section.
  - b. Clear the **Approved** check box.
  - c. Click Save.

The unapproved cause displays in the table with a symbol to indicate that is it unapproved.