

## **GENESYS**

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## Frontline Advisor Agent Help

**Printing the Team Statistics** 

## Printing the Team Statistics

If you work in a role that has permission to print reports, you will see the **Print** button () on your dashboard. If the **Print** button is available on your dashboard, then you can print information currently displayed in your **Team** view by clicking the **Print** button. The data is formatted as a PDF report and can be saved or opened using the PDF Viewer.

The printed Team report contains all statistics currently in view (such as agent alert state, agent state, team state, or performance metrics).