Genesys Engage cloud Agent's Guide

Exception Totals Pane

12/17/2025

Exception Totals Pane

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Genesys Engage cloud for Agents.

Use the Exception Totals pane to view the totals for a selected exception over a selected date range. The following controls do not define any exceptions; they only filter the display.

Controls	Description
Exceptions *field*	Select an exception type from the drop-down list.
Start Date *field*	Enter a date or select one from the pop-up calendar.
End Date *field*	Enter a date or select one from the pop-up calendar.
Show *button*	Click to display totals (in the Totals field) for exceptions that match the preceding three fields.
Totals *field*	Displays exception, period, and number of minutes on 3 lines