Genesys Engage cloud Workforce Management 8.5.1 Guide

Adherence Filter Dialog Box

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> ### Important
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Workforce Management in Genesys Engage cloud.

Use the **Adherence Filter** dialog box to filter the items displayed in the data pane.

1. In the Adherence Details view or in the Adherence Graphical view, click the **Filter** button on the **Actions** toolbar or select **Filter** from the **Actions** menu.
   The **Adherence Filter** dialog box appears. It contains four tabs that present four different ways to filter the data that appears in the **Data** pane:

   - **Scheduled State Groups**—This tab displays a hierarchical list of items corresponding to the current selection(s) on the **Object** pane:

     - Business Unit (BU)—Sites—Schedule State Groups if the object pane selection is a BU or multiple sites.

     - Site—Schedule State Groups if the selection is only one site.

   - **Genesys States**—This tab displays all possible Genesys states.

   - **Adherence Statuses**—This tab displays all four possible statuses: Adherent, Non-adherent, Severely non-adherent, and No information.

   - **Activities**—This tab displays a hierarchical list of items corresponding to the current selection(s) in the object pane:

     - BU–Sites–Activities if the object pane selection is a BU or multiple sites.

     - Site–Activities if the object pane selection is only one site.

2. Clear an item's check box (☐ 🖼) to filter that item from the displayed data.

3. To filter on user-defined Reason codes, select the **Filter using the following reason** check box; then type the appropriate code in the text box to its right.

   > #### Important
   > The specified reason code must not contain any spaces inside, or at the end of, the key value.

4. Click **OK**.

The **Adherence Filter** dialog box closes and your filter selections are applied immediately. They will continue to apply until you change them or log off.

> ### Tip
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> - In the toolbar, the filter icon is blue (⬇) if all defaults are in effect and red (⬇) if any are not.
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> - The Adherence Details view updates automatically if you change your selection(s) on the Object pane. Also, if you select agents or teams in another site, then their selection under the **Scheduled States** tab returns to the default, All.
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> - Items that you have configured to appear are displayed in the **Scheduled State Groups** and **Genesys State** tabs. Schedule State Groups are configured in WFM, see Scheduled State Groups. Genesys states are configured in Genesys Administrators.
>
> - You can also use the **Filter** dialog in the Adherence Graphical view. Changes that you make in one view apply to both views.