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Genesys Engage cloud Workforce Management 8.5.1 Guide

Adherence Per-Channel

12/17/2025

Adherence Per-Channel

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](#).

If agents in a specific site perform work on multiple media channels, you can view real-time states, schedule states, and adherence sub-statuses for each channel separately. The optional columns **Duration of Non-adherence** and **Channels** display time interval and name of channels, on which a particular agent is not adherent. An agent could be non-adherent on more than one channel at any given moment. If an agent is adherent, the **Channels** column on the aggregated level is empty.

Displaying Real-Time Adherence Per-Channel

To view the multi-channel adherence details for a specific agent in the Adherence Details view, click the arrow in the first column of that row to expand it and view the multi-channel adherence. The expanded rows contains information about the selected agent for each channel and the aggregated adherence. In the figure below, four agents (Person721, Person719, Person717, and lonelyAgent) are working on more than one channel and the row is expanded to show the duration of non-adherence for each channel.

The aggregated state is displayed in the first row and, depending on the schedule state group configuration, might also be the only row. The dialog displays all channels, whether adherent or not. When the dialog is opened, the data refreshes when the main Adherence Details view refreshes.

Adherence Per-Channel

Home > Adherence > Details

BU#1 - 3sites

JustSite

someSwitch

StatisticsSite

BU#2 - 7 sites

New BU for AK_Switch

Get data

Edit Actions

	Last Name	First Name	Team	Scheduled State Groups	Current State	Duration of Non-adhere...	Channels
I	Person723	Person723	Team#2		CallInbound (\$%@)	74:19:21	Voice/Unspecified
I	Person722	Person722	Team#2		CallInbound (\$%@)	74:19:21	Voice/Unspecified
▲	Person721	Person721	Team#2		CallInbound (\$%@)	74:19:21	Voice/Unspecified
					CallInbound (\$%@)	74:19:21	Voice/Unspecified
I	Person720	Person720	Team#1		CallInbound (\$%@)	74:19:21	Voice/Unspecified
▲	Person719	Person719	Team#1		CallInbound (\$%@)	74:19:21	Voice/Unspecified
					CallInbound (\$%@)	74:19:21	Voice/Unspecified
I	Person718	Person718	Team#1		CallInbound (\$%@)	74:19:21	Voice/Unspecified
▲	Person717	Person717	Team#1		CallInbound (\$%@)	74:19:21	Voice/Unspecified
					CallInbound (\$%@)	74:19:21	Voice/Unspecified
I	Person716	Person716	Team#1		CallInbound (\$%@)	74:19:21	Voice/Unspecified
▲	lonelyAgent	lonelyAgent	Team#2		CallInbound (\$%@)	74:19:21	Voice/Unspecified
					CallInbound (\$%@)	74:19:21	Voice/Unspecified

Legend
☐ Adherent ☒ Non-adherent ☒ Severely non-adherent