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Genesys Engage cloud Workforce Management 8.5.1 Guide

Reviewing Messages

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Reviewing Messages

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 **Review Messages** dialog box to view any warnings or errors that the server returned, in a variety of situations.

The dialog box contains the following columns and controls:

Team Name	The team to which the agent belongs.
Agent Name	The agent whose action(s) generated this message.
Date	The date that the messages was generated.
Messages	The message type (either Warning or Error), numeric code, and the message text.
Action	This drop-down menu presents three choices: Save , Fix Later , and Do Not Save .
Close	Closes the dialog box and does not retrieve fresh data from the server.
OK	Closes the dialog box and retrieves fresh data from the server.
Help	Displays this help topic.