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Genesys Engage cloud Workforce Management 8.5.1 Guide

Adherence Per-Channel

3/16/2025

Adherence Per-Channel

> **Important**
>
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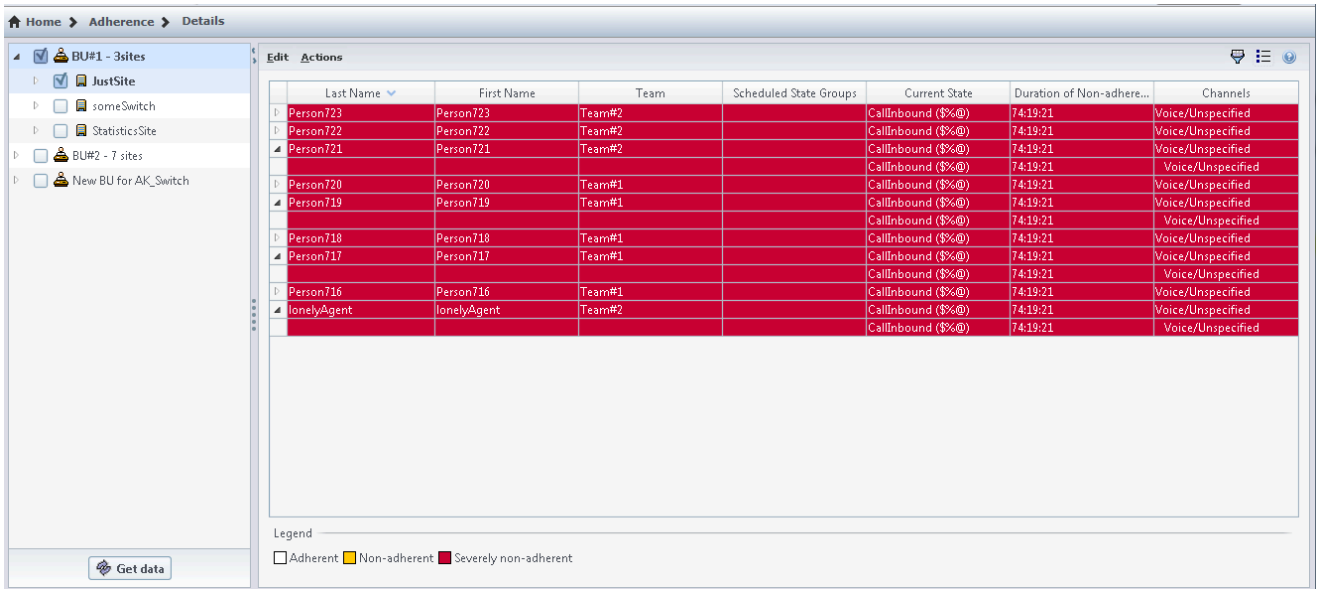
If agents in a specific site perform work on multiple media channels, you can view real-time states, schedule states, and adherence sub-statuses for each channel separately. The optional columns **Duration of Non-adherence** and **Channels** display time interval and name of channels, on which a particular 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.


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
Person723 Person723 Team#2 CallInbound ($%@) 74:19:21 Voice/Unspecified
Person722 Person722 Team#2 CallInbound ($%@) 74:19:21 Voice/Unspecified
Person721 Person721 Team#2 CallInbound ($%@) 74:19:21 Voice/Unspecified
CallInbound ($%@) 74:19:21 Voice/Unspecified
Person720 Person720 Team#1 CallInbound ($%@) 74:19:21 Voice/Unspecified
Person719 Person719 Team#1 CallInbound ($%@) 74:19:21 Voice/Unspecified
CallInbound ($%@) 74:19:21 Voice/Unspecified
Person718 Person718 Team#1 CallInbound ($%@) 74:19:21 Voice/Unspecified
Person717 Person717 Team#1 CallInbound ($%@) 74:19:21 Voice/Unspecified
CallInbound ($%@) 74:19:21 Voice/Unspecified
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