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Genesys Engage cloud Workforce Management 8.5.1 Guide

Sorting 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 **Sorting** dialog box to sort the **Weekly**, **Intra-Day**, and **Profile/Bidding** views.

1. Select the item by which you want to sort. **Agent Name** is the default sort option. If agents do not have the option by which you are sorting, they appear last in the list.
 - **Weekly view**—Team Name, Contract, Agent Name (first or last), Agent Rank, or Site Name. You can sort in ascending or descending order. Note that **Agent Rank** sorts in apparent reverse order due to limitations imposed by multi-sorting by both agent name and rank.
 - **Intra-Day view**—Team Name, Contract, Agent Name (first or last), Overtime, Paid Hours, Total Hours, Shift Start Time, Start Time of First Exception, Site Name, or red Transport.
 - **Profile/Bidding view**—Site Name, Team Name, Agent Name (first or last), and Contract.

Important

If you select **Start Time of First Exception**, agents with full-day exceptions appear after agents with part-day exceptions. Agents with no exceptions appear at the bottom of the list.

- Click **Apply**.

The view is now sorted by the item that you selected. If you have sorted a scenario view, it retains this sort order until you close the scenario.