GENESYS™

Workforce Management Web for Agents Help (Classic)

Exception Totals Pane

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Exception Totals Pane

Use the Exception Totals pane to view the totals for a selected exception over a selected date range. The following controls do not define any exceptions; they only filter the display.

Controls	Description
Exceptions *field*	Select an exception type from the drop-down list.
Start Date *field*	Enter a date or select one from the pop-up calendar.
End Date *field*	Enter a date or select one from the pop-up calendar.
Show *button*	Click to display totals (in the Totals field) for exceptions that match the preceding three fields.
Totals *field*	Displays exception, period, and number of minutes on 3 lines.