



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Web for Agents Help (Classic)

Exception Totals Pane

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