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## Workforce Management Agent Help

Viewing exception totals

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## Contents

- [1 Viewing total hours for exceptions](#)



- Agent

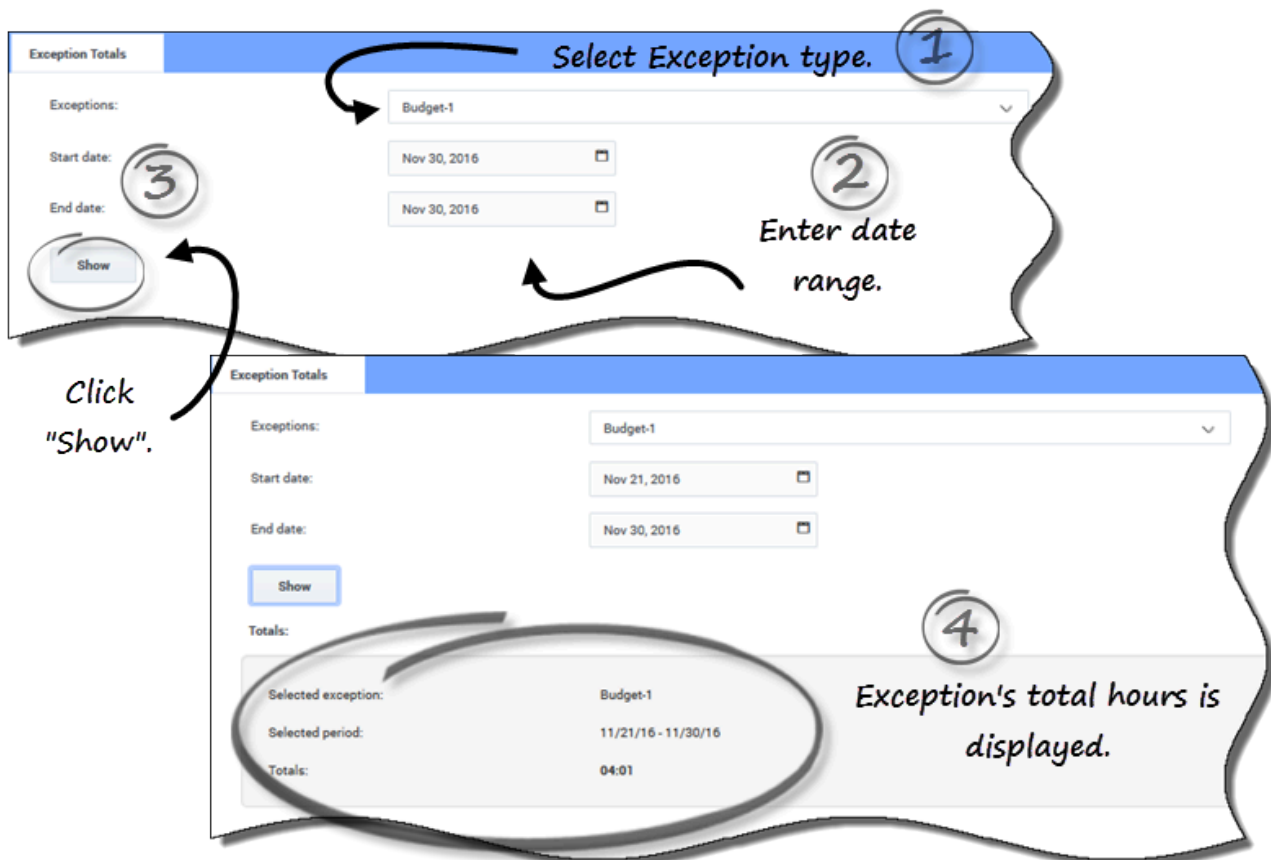
See the accumulated total hours for all of your Exception types.

### Related documentation:

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Use the **Exception Totals** view to see the sum of the duration (total hours) for a selected Exception type over a selected date range. You do not define exceptions in this view, but only filter the display. To add an exception, see Adding exceptions to your schedule.

## Viewing total hours for exceptions



The image shows two screenshots of the 'Exception Totals' interface. The top screenshot shows the initial state with annotations: 1. 'Select Exception type.' pointing to the 'Exceptions:' dropdown menu. 2. 'Enter date range.' pointing to the 'Start date:' and 'End date:' fields. 3. 'Click "Show".' pointing to the 'Show' button. The bottom screenshot shows the results after clicking 'Show', with annotation 4. 'Exception's total hours is displayed.' pointing to the 'Totals:' section. The 'Totals:' section displays the following information:

Totals:	
Selected exception:	Budget-1
Selected period:	11/21/16 - 11/30/16
Totals:	04:01

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To view total hours for an exception:

1. In the **Exceptions** field, select an exception type from the drop-down list.
2. In the **Start Date** and **End Date** fields, enter a date range or select one from the pop-up calendar.
3. Click **Show**.  
**Total hours are displayed, along with the selected Exception type and selected date range.**