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Workforce Management Agent Help

Viewing exception totals

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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 illustrates the initial setup with annotations: (1) 'Select Exception type.' points to the 'Exceptions:' dropdown menu; (2) 'Enter date range.' points to the 'Start date:' and 'End date:' fields; (3) 'Click "Show".' points 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

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.