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Workforce Management Agent Help

Viewing exception totals

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 a dropdown menu set to 'Budget-1' and date fields for 'Start date' and 'End date' both set to 'Nov 30, 2016'. A 'Show' button is visible. Annotations include: 1. 'Select Exception type.' pointing to the dropdown menu. 2. 'Enter date range.' pointing to the date input fields. 3. 'Click "Show".' pointing to the 'Show' button. The bottom screenshot shows the results after clicking 'Show'. The 'Start date' is now 'Nov 21, 2016' and the 'End date' is 'Nov 30, 2016'. A 'Totals' section is displayed with the following information:

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

Annotation 4: 'Exception's total hours is displayed.' points to the 'Totals' section.

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.