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Contact Center Advisor and Workforce Advisor Help

Action Management Report Page

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Action Management Report Page

You can open the **Action Management Report** page from either the Map for one alert, from the **Alerts** window for a single alert, or from the **Alert Management** module for one or more alerts. From this page, you can add key action reports to the alerts.

You can also add a key action report which has no associated alert—for example, for a preventative action. You can only do this from the **Alert Management** module. To maintain existing key action reports, you must open the **Action Management Reports** page from the **Alert Management** module.

The **Action Management Report** page includes four sections that expand and collapse:

- **Alerts**—The current values of the alert selected on the Contact Center Advisor or Workforce Advisor map or the **Alert Management** module.
- **Key Action Reports**—A table of the existing key action reports.
- **Key Action Report Details**—The details of the key action report.
- **Follow Up**—The results and success of the action taken and the lessons learned.

From the **Action Management Report** page you can:

- Add a report to assign an action or enter the details of the key action taken to resolve one or more rule violations. See [Adding a Key Action Report from the Map](#).
- Delete an alert from an existing key action report. See [Modifying a Key Action Report](#).
- Display or edit a key action report. See [Modifying a Key Action Report](#).