Contact Center Advisor and Workforce Advisor Help

Deleting Key Action Reports

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Deleting Key Action Reports

You can edit or delete key action reports on the **Alert Management** module if you created the report (in other words, if you are the owner).

To delete a key action report, use the following procedure. If you do not have permissions to delete key action reports from the **Alert Management** module, the **Edit/Delete** column does not appear on your **Alert Management** module.

1. Select the **Key Action Reports-Alerts** view on the **Alert Management** module. The **Key Action Reports** table appears above the **Alerts** table.
2. Select one of the following:
    - A single row
    - Multiple individual rows by holding down the **CRTL** key and clicking on the individual rows to be selected
    - A contiguous block of rows by clicking the first row in the block then holding down the **SHIFT** key clicking on the last row in the block
3. Click **Delete.** The **Key Action Reports** table refreshes.

See also:

- Displaying the Alerts for a Key Action Report
- Displaying the Key Action Reports for an Alert