GENESYS™

Contact Center Advisor and Workforce Advisor Help

Scrolling and Resizing the Views

12/19/2025

Scrolling and Resizing the Views

The views in the **Alerts** window each display alerts in their own individual rows:

- The **Global** view displays all alerts in one list.
- The **Contact Center** views display alerts that are specific to each contact center.

There is one **Global** view and one **Contact Center** view for each configured contact center that you have permissions to see. To display a list from which you can choose a contact center or the **Global** view, click the contact center name or the **Global** view in the navigation bar at the top of the **Alerts** window.

> ### Tip
> When the **Alerts** window is opened and there are no alerts, a "No Alerts" message appears.

You can scroll through the alerts automatically or manually by using the **Auto** or **Manual** radio button at the bottom of the window.

- In **Auto** mode, alerts are shown for all contact centers in the **Global** view, then for each contact center in the **Contact Center** views in a carousel-like manner.
- In **Manual** mode, you control the list of alerts that display.

Selecting **Auto** mode enables all auto actions, such as:

- Automatic scrolling through the **All Alerts** view (**Global**) and then each **Contact Center** view, horizontally in a loop.
- Views switching automatically every 20 seconds (if you take no action).
- Temporary disabling of **Auto** mode if you perform an action in the **Alerts** window.
- Resumption of **Auto** mode if you take no further action after 15 seconds.
- Disabling of **Auto** mode when you select **Manual** mode.

Selecting **Manual** mode enables all manual actions, such as:

- Manual scrolling through the **All Alerts** and **Contact Center** views, vertically (up or down) and horizontally (right or left, using the arrows in the navigation bar).
- Expanding or collapsing each individual alert.

The **Alerts** window is resizable (minimum size 800 by 410 pixels). If it is expanded vertically, more alerts are displayed in the window. If it is expanded horizontally, more of the context in each alert is displayed in the window.