GENESYS™

Contact Center Advisor and Workforce Advisor Help

View Options

12/17/2025

View Options

Access to the **Alert Management** module and to the **Action Management Report** page is controlled by user roles defined by your administrator (role-based access). If your role does not include permissions to view the **Alert Management** module, for example, the module is not displayed on your dashboard. For more information, see Alert Management.

By default, the **Key Action Reports** table appears above the **Alerts** table and is filtered to the key action reports for the current day. For more information on filtering, see Filters.

The **Alerts** table (lower table) remains empty until you select a key action report in the upper table. You can change the table orientation by selecting the **View** option:

- **Key Action Reports-Alerts** (default view)—Displays the **Key Action Reports** table above the **Alerts** table.

- **Alerts-Key Action Reports**—Displays the **Alerts** table above the **Key Action Reports** table.

See also:

- Role-Based Access Permissions
- Sorting the Rows
- Refreshing the Data
- Personalized Settings
- Filters