GENESYS

Frontline Advisor Agent Help

Printing the My Alerts View

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Printing the My Alerts View

If you work in a role that has permission to print reports, you will see the **Print** button ( ) on your dashboard. If the **Print** button is available on your dashboard, then you can print the alerts from the **My Alerts** view in a formatted report by clicking the **Print** button. The data is formatted as a PDF report and can be saved or opened using the PDF Viewer. The PDF document can be printed using the PDF Viewer.

The report displays the following:

- Your name

- The alert detail

- The time the alert was issued

- A note from your supervisor