

## **GENESYS**

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## Frontline Advisor Agent Help

Printing the My Alerts View

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If you work in a role that has permission to print reports, you will see the **Print** button (ashboard. 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