

## **GENESYS**

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## Frontline Advisor Agent Help

**Printing Your Performance** 

## Printing Your Performance

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 view your performance in a formatted report. The report is generated as a PDF file. One of the prerequisites to view the PDF file is to have a PDF viewer installed on the machine where the PDF document will be viewed.

When you click the **Print** button for a particular pane in the dashboard the PDF file is generated. One of the following two things can happen:

- If your machine has a default PDF Viewer (like Acrobat Reader), the data will appear in the PDF Viewer. You can then save or print the document using the PDF Viewer.
- If your machine does not have a default PDF Viewer, an Opening FA.pdf window will appear. You can then select to open the PDF with a PDF Viewer application or save the PDF file on the disk.