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Genesys Engage cloud Workforce Management 8.5.1 Guide

Adherence Details Options Dialog Box

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Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Workforce Management in Genesys Engage cloud](#).

Use the **Options** dialog box to select which columns should appear in the Adherence Details view:

- In the **Adherence Details view**, click the **Options** button on the **Actions** toolbar or select **Options** from the **Actions** menu.
The **Options** dialog box appears. When you select a check box, the corresponding column appears in the **Adherence** table:
 - Shift Start Time** check box:
 - If an agent is already working during the period shown in the Adherence Details view, this column shows the start time of the current shift. If the shift start time is the previous day, the time has a minus sign (-) in front of it.
 - If an agent is not currently on a shift, this column shows the next scheduled shift start time. If the shift starts on the following day, the time has a plus sign (+) in front of it.
 - Site** check box. This column displays each agent's site.
 - Adherence State** check box. This column displays each agent's current state of adherence.
 - Channels** check box. This column displays agent adherence for each configured media channel.
- Click **Apply**.
The Adherence Details view reappears. It is automatically updated to display the columns you selected.

Tip

When unchecked, the **Channels** column is not hidden if any agent adherence details are expanded. If none are expanded and the check box is unchecked, the column is hidden. See the examples, below.

- No Multi-Channel Adherence Details: Not expanded—Channel column hidden

	First Name	Last Name	Team	Scheduled State Groups	Current State	Duration of Non-adherence	Adherence State
1	Person2	Person2	None	991 - chat, 991 - email, 991 - fax, 991 - voice	Callinbound (Accepted)	1:34:02	Severely non-adherent
2	Person1	Person1	None	991 - chat, 991 - email, 991 - fax, 991 - voice	Callinbound (Accepted)	35:28:39	Severely non-adherent

- Multi-Channel Adherence Details: Expanded—Channel column displayed

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	First Name	Last Name	Team	Scheduled State Groups	Current State	Duration of Non-adherence	Channels 
▲	Person2	Person2	None	MM - chat, MM - email, MM - Fax, MM - ...	CallInbound (Accepted)	01:33:46	Voice/Unspecified, Fax, email
					NotReadyForNextCall	0:19:44	Voice/Unspecified
					WaitForNextCall	0:13:46	Fax
					CallInbound (Accepted)	0:00:00	chat
					CallInbound	0:01:36	email
▲	Person1	Person1	None	MM - chat, MM - email, MM - Fax, MM - ...	CallInbound (Accepted)	02:28:13	Voice/Unspecified, Fax
					NotReadyForNextCall	0:00:42	Voice/Unspecified
					CallInbound (Accepted)	0:00:00	chat
					WaitForNextCall	0:16:47	Fax
					WaitForNextCall	0:00:00	email