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Genesys Engage cloud Workforce Management 8.5.1 Guide

Adherence Filter 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 **Adherence Filter** dialog box to filter the items displayed in the data pane.

1. In the **Adherence Details view** or in the **Adherence Graphical view**, click the **Filter** button on the **Actions** toolbar or select **Filter** from the **Actions** menu.
The **Adherence Filter** dialog box appears. It contains four tabs that present four different ways to filter the data that appears in the **Data** pane:
 - **Scheduled State Groups**—This tab displays a hierarchical list of items corresponding to the current selection(s) on the **Object** pane:
 - Business Unit (BU)—Sites—Schedule State Groups if the object pane selection is a BU or multiple sites.
 - Site—Schedule State Groups if the selection is only one site.
 - **Genesys States**—This tab displays all possible Genesys states.
 - **Adherence Statuses**—This tab displays all four possible statuses: Adherent, Non-adherent, Severely non-adherent, and No information.
 - **Activities**—This tab displays a hierarchical list of items corresponding to the current selection(s) in the object pane:
 - BU-Sites-Activities if the object pane selection is a BU or multiple sites.
 - Site-Activities if the object pane selection is only one site.
2. Clear an item's check box (☐ ) to filter that item from the displayed data.
3. To filter on user-defined Reason codes, select the **Filter using the following reason** check box; then type the appropriate code in the text box to its right.

Important

The specified reason code must not contain any spaces inside, or at the end of, the key value.

4. Click **OK**.

The **Adherence Filter** dialog box closes and your filter selections are applied immediately. They will continue to apply until you change them or log off.

Tip

- In the toolbar, the filter icon is blue () if all defaults are in effect and red () if any are not.
- The Adherence Details view updates automatically if you change your selection(s) on the Object pane. Also, if you select agents or teams in another site, then their selection under the **Scheduled States** tab returns to the default, All.
- Items that you have configured to appear are displayed in the **Scheduled State Groups** and **Genesys State** tabs. Schedule State Groups are configured in WFM, see [Scheduled State Groups](#). Genesys states are configured in Genesys Administrators.
- You can also use the **Filter** dialog in the Adherence Graphical view. Changes that you make in one view apply to both views.