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# Genesys Engage cloud Agent's Guide

Exception Totals Pane

## Exception Totals Pane

### Important

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

Use the Exception Totals pane to view the totals for a selected exception over a selected date range. The following controls do not define any exceptions; they only filter the display.

Controls	Description
<b>Exceptions</b> <i>field</i>	Select an exception type from the drop-down list.
<b>Start Date</b> <i>field</i>	Enter a date or select one from the pop-up calendar.
<b>End Date</b> <i>field</i>	Enter a date or select one from the pop-up calendar.
<b>Show</b> <i>button</i>	Click to display totals (in the Totals field) for exceptions that match the preceding three fields.
<b>Totals</b> <i>field</i>	Displays exception, period, and number of minutes on 3 lines