

## **GENESYS**

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## Workforce Management Agent Help

Viewing exception totals

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Use the **Exception Totals** view to see the sum of the duration (total hours) for a selected Exception type over a selected date range. You do not define exceptions in this view, but only filter the display. To add an exceptions, see Adding exceptions to your schedule.



## Viewing total hours for exceptions

To view total hours for an exception:

- 1. In the **Exceptions** field, select an exception type from the drop-down list.
- 2. In the **Start Date** and **End Date** fields, enter a date range or select one from the pop-up calendar.
- 3. Click Show.
  - Total hours are displayed, along with the selected Exception type and selected date range.