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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

The image shows two screenshots of the 'Exception Totals' interface, illustrating the steps to view total hours for an exception.

**Top Screenshot:** The interface has a blue header 'Exception Totals'. Below it, there are fields for 'Exceptions:', 'Start date:', and 'End date:'. The 'Exceptions:' field is a drop-down menu with 'Budget-1' selected. The 'Start date:' and 'End date:' fields both show 'Nov 30, 2016'. A 'Show' button is at the bottom left. Handwritten annotations include: '1' in a circle pointing to the 'Exceptions:' field with the text 'Select Exception type.'; '2' in a circle pointing to the date fields with the text 'Enter date range.'; and '3' in a circle pointing to the 'Show' button with the text 'Click "Show".'

**Bottom Screenshot:** The interface is the same, but the 'Show' button is highlighted with a blue border. Below the input fields, there is a 'Totals:' section. It contains a table with the following data:

Selected exception:	Budget-1
Selected period:	11/21/16 - 11/30/16
Totals:	04:01

Handwritten annotation '4' in a circle points to the 'Totals:' section with the text 'Exception's total hours is displayed.'

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.**