Contact Center Advisor and Workforce Advisor Administrator User's Guide

Configuring Contact Centers

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Configuring Contact Centers

The Contact Centers page allows you to update contact centers. Multiple steps are required for contact centers to display on the dashboard. There are three types of contact centers:

- Site: A location-based contact center.
- Network: A contact center for which an exact physical location cannot be specified. A network contact center can be divided into smaller units that represent one or more agent groups from the set of all agent groups belonging to the network contact center. Each such subset of agent groups is called an agent group contact center. In this case, the network contact center becomes a parent of one or more agent group contact centers.
- Agent group: A subset of agent groups from the set of all agent groups belonging to a network contact center.

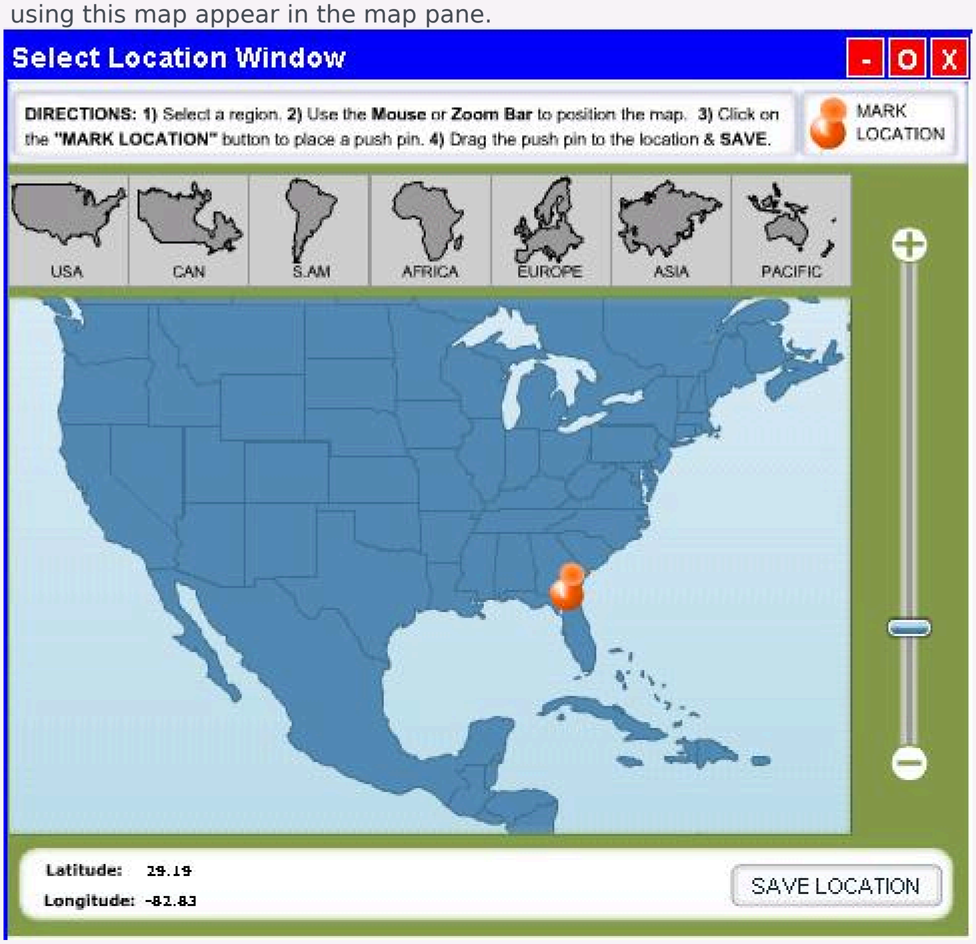
A network contact center does not require map coordinates (that is, latitude and longitude). However, it will not display on the map without them. If you add or remove the latitude and longitude later, wait for at least five minutes for the change to propagate to the applications. Then log out of the dashboard and log back in for the change to be reflected in the dashboard. Genesys recommends adding only one network contact center, and then adding agent-group contact centers to see a more granular view of your data. Because an agent group contact center can only be assigned to one network contact center, if more than one network contact center is created, you must add a second agent group contact center for each physical location. To receive e-mail about alerts concerning a contact center, the contact center must be assigned to distribution lists on the `Distribution Lists` page for users in that distribution list, and who have access to that contact center.

Configuring a Contact Center

Start Procedure

1. On the navigation bar, select the Contact Centers page.
   The Contact Centers page displays.
2. Select the contact center that you want to configure.
3. Select the time zone from the drop-down list.
4. To specify the hours of business operation, type the open and close times within the selected time zone.
   The format is hh:mm.
   The open and closed times represent the official time for active data analysis.
   During non-operational hours, summaries that draw data from the contact centers (such as regional or application summaries) are calculated without that data. During non-operational hours, the contact center is hidden from the CCAdv contact centers pane and from the WA contact centers pane.

5. To specify when a contact center displays and ceases to display, click the Calendar icons and select the Effective Date and the Expiration Date. The expiration date is optional.
6. To activate the contact center, click Yes for the Active button.
   Selecting No deactivates the contact center and prevents it from displaying on the dashboard allowing you to set it up in advance. If you change this setting, you must log out of the dashboard and back in for this change to take effect. There may be a delay of a few minutes as the change propagates through the applications.
7. To set the location of the contact center on the map, type the decimal latitude and longitude or click the map icon.
   The mapping window opens (see the following screenshot). Instructions for using this map appear in the map pane.



Select Location Window

8. Click the pushpin tool.
   The pushpin displays on the map.

9. Drag the pushpin to the correct location.
10. Click the Save Location button. The mapping window closes.
11. Enter the type of the contact center: Site or Network.
12. Select the geographic region for the contact center from the drop-down list.
13. For a network-type contact center, enter the agent-group contact centers with which it will be associated by clicking the plus icon beside the list of agent group contact centers.
14. To save the contact center, click Save.
    A confirmation message displays and the contact center displays in the list.