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# Contact Center Advisor and Workforce Advisor Help

Contact Center Advisor: Applications and Agent Groups Panes

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In addition to what is described in the [Viewing Contact Center Data](#) topic, there are other ways to view data on the **Applications** and **Agent Groups** panes that are specific to these panes.

## Time Profile Values on the Agent Groups Pane

For out-of-the-box agent group metrics, the **Agent Groups** pane displays values for one time profile. However, for historical agent group metrics, the **Agent Groups** pane can display up to three time periods. It displays metric values for the **Now** profile and also those consistent with the time profile selected by the Administrator. (It always displays values for **Now**, that is, values that do not describe a duration in time.)

An administrator chooses which time profile all users see on the **Agent Groups** pane.

If you select a time profile button above the **Contact Centers** pane and it is the same as the administrator's choice, then the **Agent Groups** pane displays the values for that profile. The pane displays those from the full list of agent group metrics that are selected in the column chooser. If you select a time profile that differs from that set by the Administrator, the pane continues to show **Now** metric values only.

If you clear the time profile button that is the same as the administrator's choice, then the **Agent Groups** pane displays only the **Now** metrics that are selected in the column chooser.

## Effect of Zero Suppression

An administrator can choose not to display a base object on the dashboard if certain metric values are zero.

An application is hidden if:

- It is from a Genesys external source, and the following metrics' values are zero:
  - calls offered
  - calls handled
  - e-mail messages offered
  - e-mail messages processed
  - chat interactions offered
  - chat interactions processed.

- It is from a CISCO external source, and the following metrics' values are zero:
  - calls offered
  - calls handled

An agent group is hidden if:

- It is from a Genesys external source, and the following metrics' values are zero:
  - logged in agents
  - calls offered
  - calls handled
  - e-mail messages offered
  - e-mail messages processed
  - chat interactions offered
  - chat interactions processed.
- It is from a CISCO external source, and the following metrics' values are zero:
  - logged in agents
  - calls offered
  - calls handled

In addition, the administrator can set CCAdv never to display certain applications or agent groups on the dashboard.