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# Contact Center Advisor and Workforce Advisor Help

Column Chooser

# Column Chooser

Use the **Column Chooser** to select which CCAAdv or WA metrics to display on the dashboard. Only metrics to which you have access are displayed on the dashboard (see [Role-Based Access and Permissions](#)).

## Selecting Time Profiles

The **Column Chooser** shows all metrics from all time profiles and enables you to select metrics from different time profiles.

For example, the **Available Metrics** pane shows three entries for AHT (average handle time) for applications, one for each time profile (Short, Medium, and Long). You can then choose to display one, two, or all three on the dashboard.

## Default Columns

When the Column Chooser is launched for the first time, (that is, the set of displayed columns has never been configured in a previous session), the list of metrics on the **Selected Metrics** pane (and shown by default on the **Dashboard**) corresponds to the default set of selected metrics configured in the Administration module.

## Default Metrics Sort Order

The default sort order of metrics is set by the administrator.

## Moving Metrics by Pinning/Unpinning

Metrics can be moved between the **Selected Metrics** and **Available Metrics** panes by selecting ("pinning") and deselecting ("unpinning") them.

When a metric is selected on the **Available Metrics** pane by clicking on the pin in that row, the metric moves from the **Available Metrics** pane to the **Selected Metrics** pane.

When a metric is deselected (unpinned) on the **Selected Metrics** pane, it moves from there to the **Available Metrics** pane.

All the metrics on the **Selected Metrics** pane can be deselected by clicking on the pin in the header bar. In the **Available Metrics** list, clicking the pin in the header bar pins all of them to the **Selected Metrics** list.

The number of selected metrics is limited to fifty Key Performance Indicators (KPIs). If you select more than fifty, a warning message appears.

## Changing the Display Order of Pinned Metrics

You can change the order of selected metrics in the **Selected Metrics** list by dragging and dropping them to a new position.