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Contact Center Advisor and Workforce Advisor Help

Selecting Agent Information to View

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Selecting Agent Information to View

Resource Management displays each agent on a separate row in the table with the following information:

- First Name
- Last Name
- User ID
- State
- Time in State—How long the agent has been in the state.
- Reason Code—The reason why an agent is not ready; for example, break, meeting, or after call work. Only appears if the Genesys configuration has reason codes configured.
- Agent Group—The agent group(s) of which the agent is a member.
- Skills & Levels—The skills are displayed with their associated levels as configured for that agent.

The default width of the **Skills & Levels** column displays only one of the skills associated with an agent. You can either:

- View all of the skills associated with an agent in a ToolTip by clicking the Skills & Levels cell for an agent, or
- View all of the skills for the set of displayed agents by clicking on the ellipses (**...**) in the column header.

The latter collapses the **User ID, State, Time in State,** and **Reason Code** columns, and the **Skills & Levels** column expands to bring all of the skills into view.

You can still resize the columns to adjust the view. To return the columns to their original width, click on the ellipses (**...**) in the **Skills & Levels** column header.

See also:

- Filtering the List of Agents
- Sorting the List of Agents