GENESYS

Contact Center Advisor and Workforce Advisor Help

Selecting Multiple Rows from the Applications or Contact Groups Panes

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Selecting Multiple Rows from the Applications or Contact Groups Panes

From the **Applications** pane in Contact Center Advisor or the **Contact Groups** pane in Workforce Advisor, select one or more rows and click the **Resource Management** icon. The agents associated with the selected applications or contact groups are displayed.

From the **Applications** pane or **Contact Groups** pane, you can select one or more rows. When you select a row, the agent groups associated with the application or contact group are highlighted on the **Agent Groups** pane. If multiple applications or contact groups are selected, the agent groups highlighted on the **Agent Groups** pane are those associated with the application or contact group that was selected last. The last-selected application or contact group is identified by a blue border and a darker shade.

Important

Contact groups are not currently under role-based access control. See Role-Based Access and Permissions.

See also:

- Selecting a Single Row from the Contact Centers Pane
- Selecting Multiple Rows from the Agent Groups Pane