Contact Center Advisor and Workforce Advisor Help

Displaying ToolTips

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Displaying ToolTips

Display tooltips that provide additional information about certain features and functionality by placing your cursor in the following areas:

- In the **Alert** row—Hovering in the empty space highlights the cell in blue and displays a tooltip containing the metric display name, description, and context. The context is the origin of the alert (see Alerts Window Attributes).

- The **Metric Value** button—Hovering over this button displays a tooltip containing the following:

  - The last read value.

  - The absolute difference between the last read value and the previous value, with an indication of the direction of the change (+/-).

  - The percentage value of the absolute difference.