Contact Center Advisor and Workforce Advisor Help

Viewing Contact Center Data

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Viewing Contact Center Data

The Contact Centers pane (or the hierarchy) enables you to monitor operations from a high level. You can expand the hierarchy to the lowest level to carry out root cause analysis, based on the violations highlighted in the tables or the alerts in the map or Alerts window. The ways in which you can view data in the Contact Centers pane differs, depending on whether you are in CCAdv or the WA.

There are also many common ways to change or customize all views. These are described in the sections below.

> **Important**
> To find other ways to change or customize the views that are specific to the Contact Centers pane you are using, see the CCAdv Contact Centers Pane or WA Contact Centers Pane topics in this help system.

In Contact Center Advisor, you can view data in the Contact Centers pane, Applications pane, and Agent Groups pane.

In Workforce Advisor, you can view data in the Contact Centers pane, Contact Groups pane, and Agent Groups pane.

Highlighting the Relationships Between Base Objects

In Contact Center Advisor, highlight the relationship between applications and agent groups:

- To highlight the agent groups, in the lower-left pane, select an application.
- To highlight the associated applications, in the lower-right pane, select an agent group.

In Workforce Advisor, highlight the relationship between contact groups and agent groups:

- To highlight the agent groups, in the lower-left pane, select a contact group.
- To highlight the contact groups, in the lower-right pane, select an agent group.

CCAdv and WA refresh the relationships once a day, overnight. Therefore, if the highlighting does not work as you expect, you may need to wait until the next day for this to happen.

Using the Contact Centers Pane

Expanding the regions in the Contact Centers pane—Select the arrow icon ▶. The selected row remains highlighted until you select another row that changes the information in the Applications pane.

Displaying the technical name for an application, contact group, or agent group—If provided, the descriptive name displays in the pane. To display the technical name, put your cursor over the descriptive name.

Sorting a column in ascending or descending order in the Applications, Contact Groups, or Agent Groups pane—Click on the header of the respective column. The table can be sorted only by a single column.

See also, Selecting Multiple Rows from the Applications or Contact Groups Pane.

Changing the width of a metric column—Click on a vertical line between two metrics, then drag left or right.

Displaying a metric description in a tooltip—Place the mouse pointer over a metric column header.

Resizing the Pane

To change the size of the panes to focus on information in a particular pane (to the exclusion of other areas of the dashboard), drag the splitter , located in the center of the four panes, in any direction. The vertical splitter increases and decreases the size between the Contact Centers and Applications or Contact Groups pane on the left and the Alert Map and Agent Groups panes on the right.

The horizontal splitter increases and decreases the size between the Contact Centers and Alert Map panes on the top and the Applications or Contact Groups pane and Agent Groups panes on the bottom. The relative sizes are saved when you log out and back in.

Open and Close Times

The open and close times of contact centers represent the official time for active data analysis. During non-operational hours, summaries that draw data from the contact centers (such as regional or application summaries) are calculated without that information.

Expired alerts can be viewed on the Alert Management tab.