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Contact Center Advisor and Workforce Advisor Help

Workforce Advisor: Contact Centers Pane

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This page describes ways to view data in the **Contact Centers** pane in addition to what is described in the [Viewing Data](#) topic. Each grouping presents different values because of the way in which the rollups are calculated.

Selecting the Organizational Hierarchy

You can group information in the **Contact Centers** pane in the following ways:

- By reporting region, then by contact center, then by application group
- By reporting region, then by application group, then by contact center
- By geographic region, then by contact center, then by application group
- By geographic region, then by application group, then by contact center
- By operating unit, then by contact center, then by application group
- By operating unit, then by application group, then by contact center
- By reporting region, then by network contact centers (CCs)
- By geographic region, then by network contact centers (CCs)
- By operating unit, then by network contact centers (CCs)
- By application groups, then by network contact centers (CCs)

Values on the Contact Centers Pane

Values are calculated on the cumulative average or sum for the current interval since the most recent even half-hour interval (for example, 09:00, 15:30, 22:00). This interval is from 0 to 30 minutes long. **Now** (point-in-time) metrics also appear on the display.

Contact Groups Included in the Rollups

The metric values on each level are always calculated from the lower level values—contact groups or agent real-time data, and grouped by the elements related to the given rollup level. Some raw forecast values are already supplied as percentages or averages calculated for a 30-minute interval. Forecast values in rollups are then calculated as weighted values using another raw metric or its simple aggregation as a weight.

Summaries for Metric Values

Summaries for metric values are one of two types:

- Simple aggregations—SUM, MAX, MIN, COUNT of the lowest level raw values, grouped by the elements related to the rollup level.
For example, the number of actual calls offered (Act NC0) on the Application Group level of the **Geographic Region-Contact Center-Application Group** view is the aggregation of calls offered (SUM(Calls Offered)) taken from all applications associated with the contact groups that are included in the rollup, grouped by geographic region, contact center, and application group and belonging to the given geographic region, contact center, and application group.


The number of calls offered on the Enterprise level is calculated as (SUM(Calls Offered)) taken from all contact groups included in rollup contact groups.
- Calculated values—Values calculated using formulae based on simple aggregations of the values from elements with properties that match the given rollup level. For example, average handle time is the aggregation of handled time divided by the aggregation of calls handled. The average handle time (AHT) on the Application Group level of the **Geographic Region-Contact Center-Application Group** view is Handle Time/Calls Handled taken from the set of applications associated to contact groups that are included in the rollup which belong to the given geographic region, contact center and application group.

If a region or application group should be zero-suppressed, it is hidden if forecast calls offered, actual calls offered, and calls handled are all zero.

Displaying Contact Groups and Agent Groups

You can change the way in which the Contact Groups and Agent Groups are displayed in the following ways:


To display the contact groups associated with a contact center on the **Contact Groups** pane:

- Select the information icon  beside a contact center (or click to select the whole line).
If the contact center is at level three in a grouping, then the contact groups are filtered by the application group at level two. Note that selecting an agent-group contact center at level 3 in a grouping displays the contact groups associated only with the agent-group contact center.


To display the contact groups associated with an application group on the **Contact Groups** pane:

- Select the information icon  beside an application group (or click to select the whole line).
The contact groups are filtered by the contact center at level 2 in the grouping.


To display the contact groups (grouped by reporting regions) associated with network contact centers only:

- Select the Reporting Regions-Network CCs grouping and an information icon  beside a network call center.
The contact groups functioning within regional call-type site contact centers and call-type network contact centers, and their associated agent-group contact centers appear.


To display the contact groups (grouped by geographic regions) for network contact centers only:

- Select the Geographic Regions–Network CCs grouping and an information icon  beside a network contact center (or click to select the whole line).
The contact groups functioning within regional call-type site contact centers and call-type network contact centers, and their associated agent-group contact centers appear.


To display the contact groups (grouped by operating units) for network contact centers only:

- Select the Operating Units–Network CCs grouping and an information icon  beside a network contact center (or click to select the whole line).
The contact groups functioning within regional call-type site contact centers and call-type network contact centers, and their associated agent-group contact centers appear.

To display the contact groups in application groups for network contact centers only:

- Select the Application Groups–Network CCs grouping and an information icon  beside a network contact center (or click to select the whole line).
The contact groups functioning within regional call-type-site contact centers and call-type-network contact centers, and their associated agent-group contact centers appear.

To display the agent groups in a contact center on the **Agent Groups** pane:

- Select the information icon  beside a contact center (or click to select the whole line).
If the contact center is at level three in a grouping, then the applications are filtered by the application group at level two.