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Contact Center Advisor and Workforce Advisor Help

[Workforce Advisor Map](#)

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Workforce Advisor Map

The Workforce Advisor map contains the navigational options and information related to alerts.

Alert Types

The **Business** view displays two types of alerts:

- Contact group metric threshold alerts
- Manual alerts

To display alert details from the map for a contact center, click the red, yellow, or orange dot representing the contact center. Then at the bottom of the map, click the tile that represents the alert. The carousel displays the violation description, subject, start time, and duration of the alert.

An inactive or closed contact center displays as a dot on the map even if an active business alert does not exist.

Manual Alert Display

Manual alerts are displayed as follows:

- If both an agent-group contact center and a call-type contact center are selected for the manual alert and the call-type contact center has latitude and longitude coordinates, an alert for each contact center displays on the map.
- If both an agent-group contact center and a call-type contact center are selected for the manual alert, the call-type contact center alert and the agent-group contact center alert display in the **Alerts** window.
- If only an agent-group contact center is selected for the manual alert, the agent-group contact center alert displays in the **All Alerts** window.

Alert Information

Alerts generated for a contact group can be associated with a network contact center and with all agent-group contact centers (via the agent groups). An alert for a contact group appears on the map for a network contact center (if latitude and longitude are defined), as well as for the agent-group contact center that handles that particular contact group.

Important

WA does not monitor peripheral gateway group availability.

An alert notification is generated when an event occurs in which a target or threshold is reached. Based on the threshold trigger delay rate set on the **System Configuration** page, the alert must persist for a set amount of time (for example, 15 minutes) before it appears on the map. Manual alerts are an exception to the threshold trigger delay rate; they appear immediately.

E-mail messages are only sent to individuals who have rights to the metrics, geographic region, contact centers and application group related to the alert.

E-mail messages are not sent for manual alerts.

An alert re-notification is sent if the severity of an alert changes. An e-mail re-notification is not sent for:

- An alert that continues to occur
- An update to a metric value
- Expiration of an alert

The e-mail re-notification is based on the notification refresh rate set on the **System Configuration** page.