Contact Center Advisor and Workforce Advisor Administrator User's Guide

Application Configuration

12/15/2025

Application Configuration

Contents

To configure the hierarchy displayed on the CCAdv dashboard and control how applications' metrics are rolled up, create associations between:

- Applications and the business objects that become the levels of the hierarchy in the Contact Centers pane
- Applications and agent groups

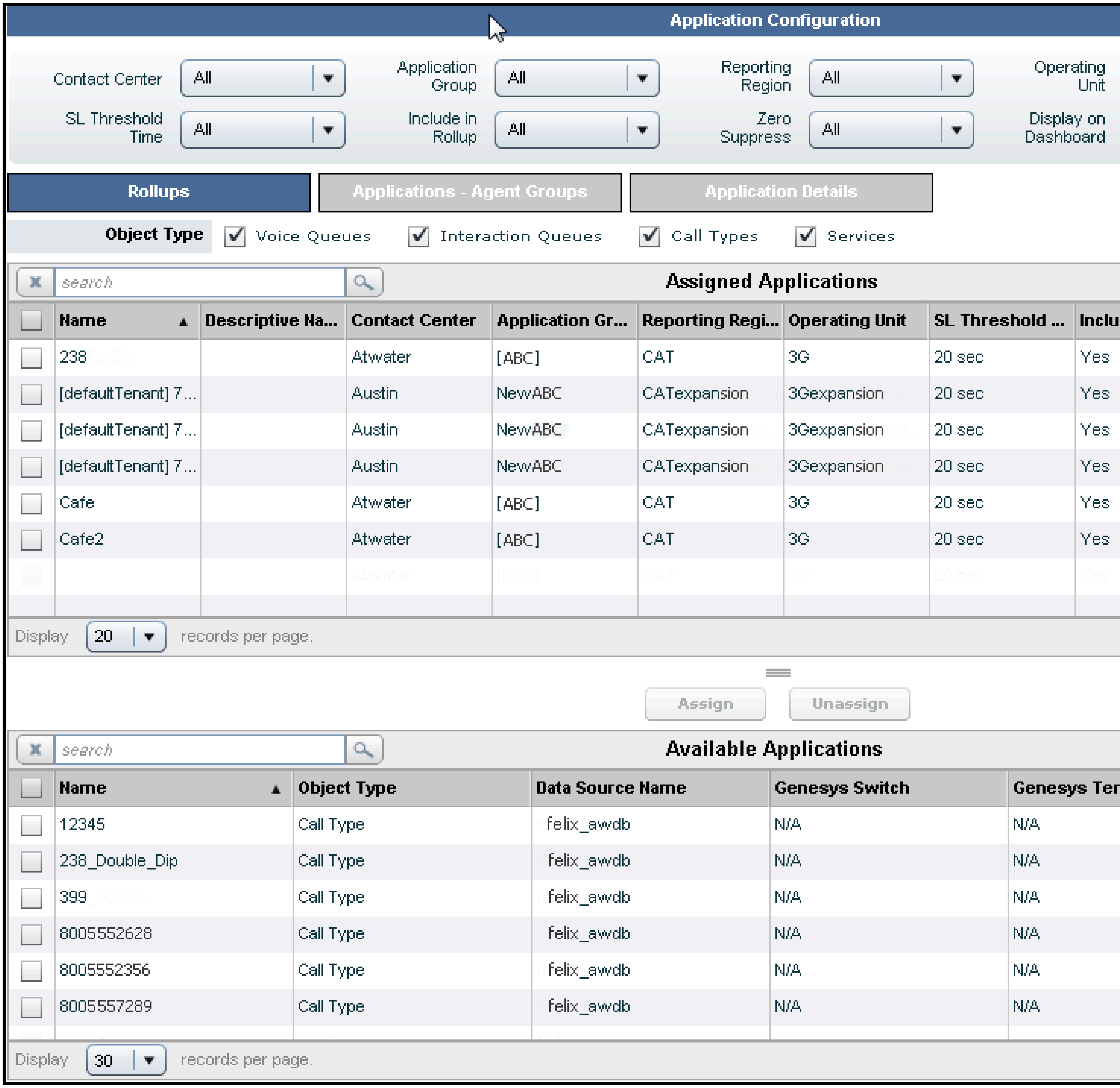
Access to applications and agent groups is not configured in Configuration Manager. Advisors users only have access or not to these objects indirectly, via access to business objects related to them. Data relating to or depending on objects to which users have no permissions will not be displayed.

Access to business objects must be configured by an administrator in Configuration Manager. Objects to which users have no permissions will not be displayed, either in this page or in the dashboard.

Applications are added to Advisors by being imported from external data sources, and cannot be deleted.

The Application Configuration page is used for configuration of:

- Rollups (or aggregations)
- Associations between applications and agent groups
- Details of applications



Application Configuration Page

Rollups

The Rollups tab allows you to define how information displays, summarizes, expands, and contracts in the Contact Centers pane on the dashboard.

You assign a contact center, an application group, and a reporting region or operating unit to an application. These assignments are required for the application to display on the dashboard and to be included in the metric rollup for the specific grouping.

You have the option to do bulk configuration of rollup relationships for CCAdv and WA. For information about bulk configuration, see that chapter in *Performance Management Advisors 8.5.0 Deployment Guide*.

Filtering the Display of Rollups

You can filter the list of objects in the Rollups display.

Filter by business object and other properties using the menus and the Filter button at the top of the page.

Filter object type for a contact center using the check boxes that appear at the top of the Rollups tab.

- `Voice Queues`: For a Genesys data source, select the `Voice Queues` check box to display the voice queues.
- `Interaction Queues`: For a Genesys data source, select the `Interaction Queues` check box to display the interaction queues for chat and e-mail.
- `Call Types`: For a CISCO data source, select the `Call Types` check box to display the call types.
- `Services`: For a CISCO data source, select the `Services` check box to display the services.

Sorting the Display of Rollups

To sort the data in the Rollup table, click on a column heading. The arrow in the down or up position indicates which column is sorted.

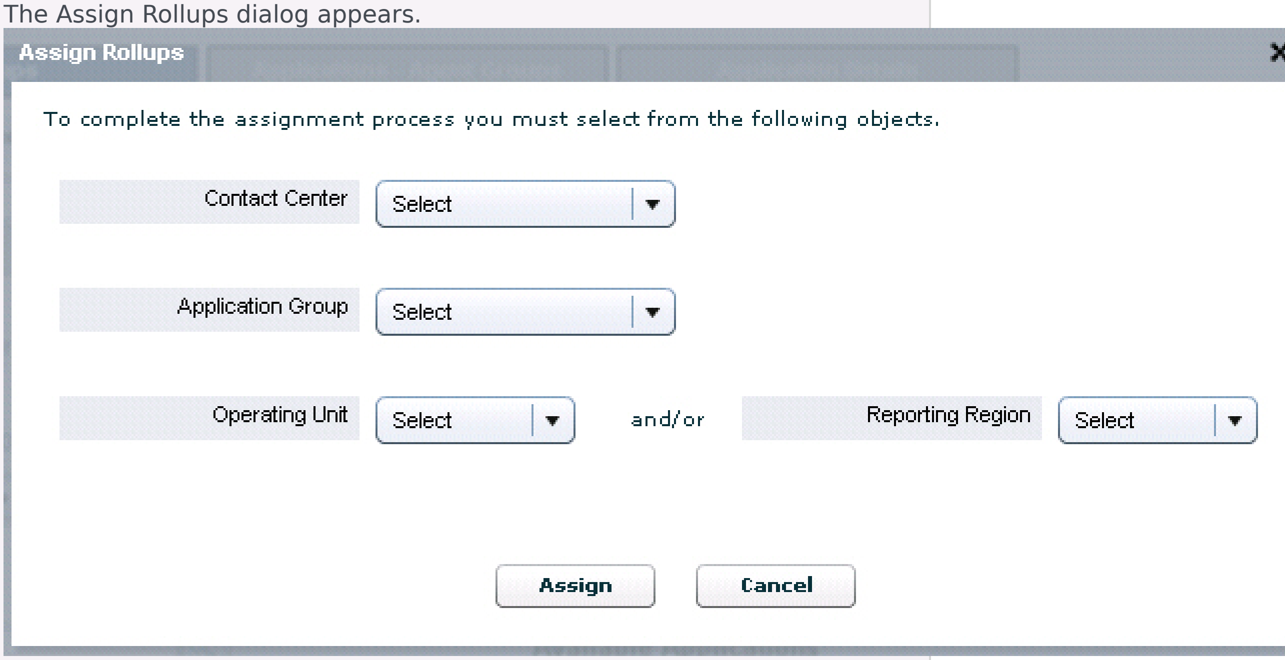
Assigning and Unassigning Applications for Rollup

Assign and Unassign Applications for Rollup

Start Procedure

1. Select Rollups.

2. Use the filter buttons at the top of the page to filter the displayed list of records.
   You cannot select an agent group contact center because you cannot assign an application to an agent-group contact center in the Application | Rollups tab. Agent group rollups are configured on the Agent Group Configuration page.
3. Select one or more applications from the Available Applications table by checking their check box(es).
4. Click the Assign button.
   a. The Assign Rollups dialog appears.



Assign Rollups page

The Assign Rollups dialog does not appear if the required related business objects were already specified in the filter options. If only some of the mandatory objects are specified, then only the remaining missing ones need to be specified.

   b. Define the rollup by selecting the Contact Center, Application Groups, Operating Unit and/or Reporting Region for this application from the drop-down lists of options.
   If you did not select a filter to display the data in the tables, the following defaults are applied:
   - SL Threshold Time: 20 sec
   - Zero Suppress: No
   - Display on Dashboard: Yes

- Include in Rollup: Yes

If you did select a filter, then the values in the filter are applied.

c. Click Assign to save the changes.

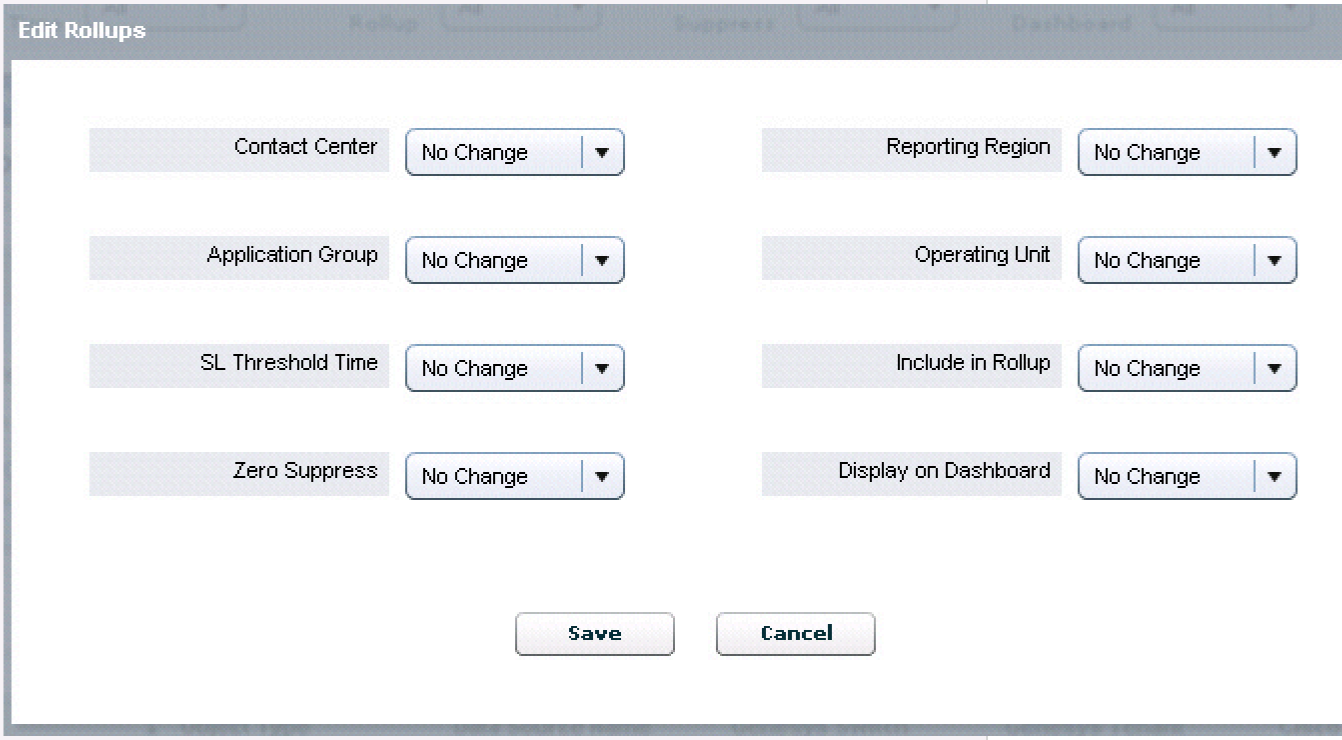
4. To unassign an application, check its check box in the Assigned table, and click Unassign. No confirmation message is displayed.

Editing an Application Rollup

Edit an application rollup

Start Procedure

1. Select Rollups.
2. Use the filter buttons at the top of the page to filter the displayed list of records.
You cannot select an agent group contact center because you cannot assign an application to an agent-group contact center here. To do this, go to the Agent Group Configuration page.
3. Select an application from Available Applications by checking its check box.
You can select multiple applications in the same way. The changes you make will apply to all the applications you select. To navigate to the next or previous page use the page controls.
4. Click Edit.
5. Select a value for each of Contact Center, Application Group, SL Threshold Time, Zero Suppress, Reporting Region, Operating Unit, SL Threshold Time, Include in Rollup , Zero Suppress and Display on Dashboard, using the drop-down lists.



Edit Rollups page

With `Include in Rollup` set to No and `Display on Dashboard` set to Yes, the application's metrics values will not contribute to rolled up values, but the application will still appear in the Applications pane when you select the appropriate grouping.

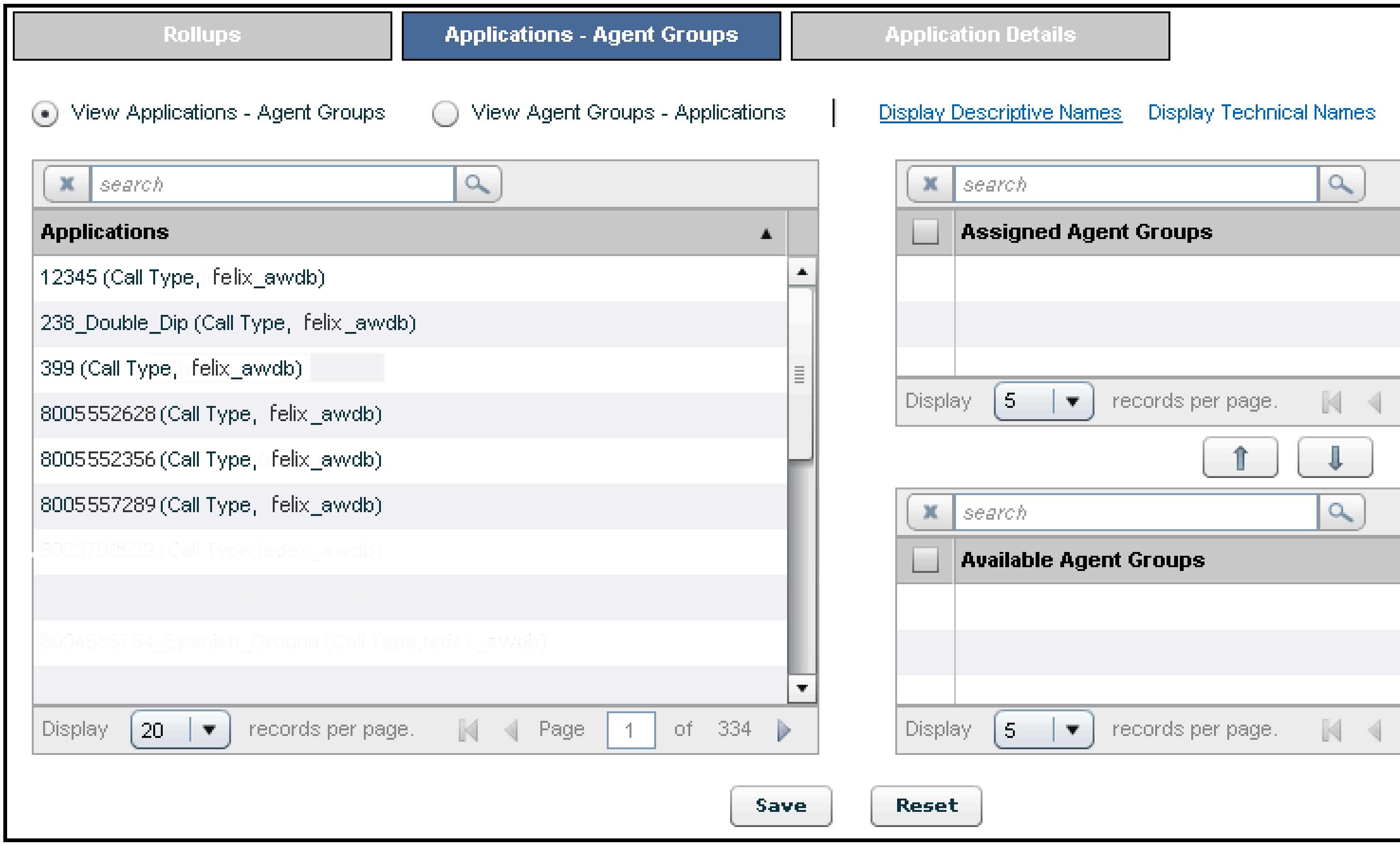
Only consider selecting No for `Include in Rollup` and Yes for `Display on Dashboard` for IVR/VRU-related applications in which you want to display IVR performance in the Applications pane but not in the contact centers pane. The IVR should handle 100% of the calls and the performance could indicate whether or not this is happening or if there may be a problem. In this case including these numbers in the rollup would inflate the performance of call handling by the agents.

For the violations triggered by threshold rules on an application's metrics to display on the Dashboard, you must select Yes for Include in Rollup.

Applications – Agent Groups tab

For agent groups to display on the dashboard, the Application-to-Agent Group relationship must be created.

The Applications-Agent Groups tab allows you to maintain the associations between application and agent groups. The following screenshot shows the Applications – Agent Groups tab.



Configuration Manager Business Attributes—Individual Objects

You can opt to display either descriptive or technical names of objects by clicking the Display Descriptive/Technical Name link.

To see the agent groups available to assign to an application, and those already assigned to it, select the application.

Only the agent groups from the same external data source display for the selected application.

From Cisco ICM, both base and non-base agent groups are imported. The enterprise name is used to distinguish agent groups with the same name but from different peripherals.

You can reverse the order of display by selecting the relevant radio button. When the agent groups display in the left-most pane, then to see the applications available to assign to an agent group, and those already assigned to it, select the agent group.

Depending on how the application-to-agent groups relationship is defined in system configuration, you may map agent groups to applications manually or, if Auto Override mode is selected, automatically with Cisco ICM.

Tip

The relationships between applications and agent groups support certain functionality in the dashboards.

1. They support displaying the set of agent groups related to both a contact center and an application group.
2. They support highlighting agent groups when applications are selected, and vice versa.
3. They are used for deriving some metrics of business objects related to applications, where the metrics are based on agent group metrics.

The XML Generator updates these relationships when it starts, and then once per day (overnight). If a relationship changes in the System Administration module, and you do not want to wait overnight to obtain the effects of this, then the administrator must restart the XML Generator.

Maintain Applications-Agent Groups Assignments

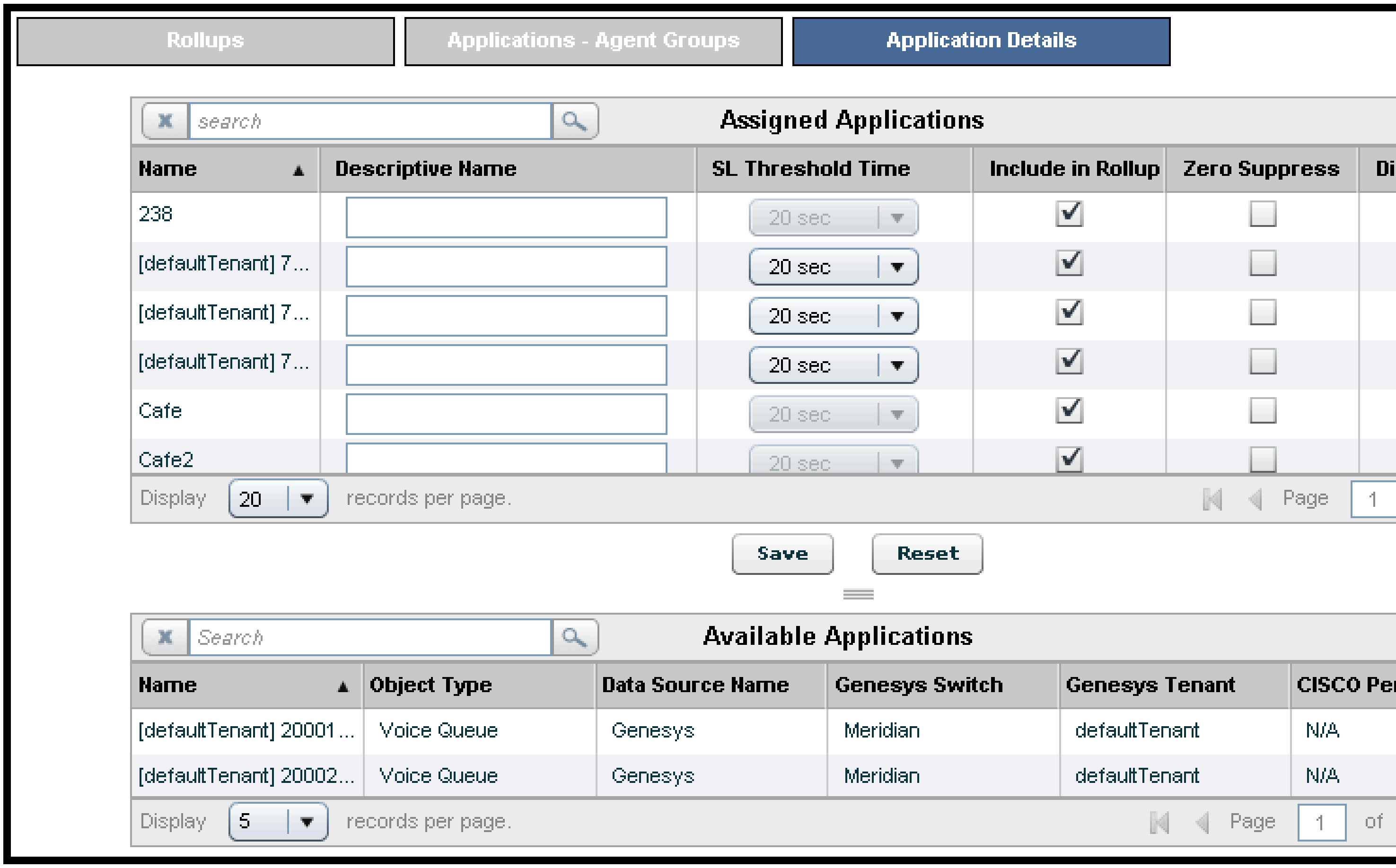
Multiple edits are not available for assigning agent groups to applications in the Administration. You must edit individual applications to associate agent groups after creating the rollups.

Start Procedure

1. Select the Applications-Agent Groups tab.
2. Select an application or agent group from the left panel. This displays the already assigned applications or agent groups in the Assigned panel on the right. Applications or agent groups that are available for assignment appear in the Available panel.
3. To move an object between the Available and Assigned panels, check its check box and click on either the up or down arrow between the two panels.
4. Click Save.

Application Details

You can use Application Details tab to maintain all the details of an application other than its technical name. The following procedure shows the Application Details tab.



Application Details tab

Maintain application details

Start Procedure

1. Click on the Application Details tab to display.
2. Edit the details as follows:
   - Descriptive Name: Descriptive names display on the dashboard. Hovering over the descriptive name displays the technical name.
   - SL Threshold Time: Applicable only to ACD & Virtual queues from Genesys Stats Server. Select a value from the drop-down list. The list of available SL threshold times is predefined. To add additional entries to this list, new entries can be added to the platform database table SL_THRESHOLD.

- Include in Rollup: Check the box to include the application in rollups.
  In addition to this setting, the application must be configured, that is, related to a contact center, application group, reporting region, and/or operating unit.
  See *Editing an Application Rollup*, earlier on this page, for further information on this option.
- Zero Suppress: Check the box to zero-suppress the application. (See Zero Suppression.)
- Display on Dashboard: Check the check box to display the application on the user dashboard.
  In addition to this setting, the application must be configured, that is, related to a contact center, application group, reporting region, and/or operating unit.
  See *Editing an Application Rollup*, earlier on this page, for further information on this option.

3. Click Save.