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Contact Center Advisor and Workforce Advisor Administrator User's Guide

Zero Suppression

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Zero suppression is used to prevent objects from displaying on dashboards when there is no activity for them. Certain combinations of metrics' values are used as criteria for the objects to become suppressed. The rules are different for different objects.

Multiple Time Profiles in CCAdv

The CCAdv dashboard can simultaneously display metrics from more than one time profile. When a row in this dashboard becomes suppressed, or leaves suppression, the row can display with certain cells empty. The empty cells are from the time profile that is now zero-suppressed, or was zero-suppressed. In time, the row will either not display at all, or completely display.

Disabled Metrics

In the Administration module, you can disable an application group metric or agent group metric. Advisors does not collect real-time values for a disabled metric. If a metric that CCAdv uses to evaluate zero suppression is disabled, values for it are not collected and CCAdv sees its value as zero. That will influence zero-suppression.

For example, if the calls offered metric and calls handled metrics are disabled, then CCAdv will see their values as zero for every application. A voice queue for which zero suppress = Yes will be zero-suppressed and will not appear on the dashboard even if it actually has currently offered calls, or calls being handled.

Disabling such a metric also affects zero-suppression in WA. If you disabled CCAdv's calls offered metric, this means that Advisors does not collect data for it for either CCAdv or for WA. Zero-suppression in WA will also see its value as zero.

Zero Suppression Rules

The following sections provide guidelines for using zero suppression. The metrics that are used in the rules must be enabled for zero suppression to work.

Contact Group

Contact Groups can never be suppressed.

Application

For applications that reflect voice activity (CISCO services, call types and Genesys queues), if zero suppress = Yes, the following criteria must be met for the application to be hidden on the dashboard:

- calls offered is 0 or N/A *and* calls handled is 0 or N/A

For applications that reflect multi-channel activity (Genesys interaction queues), if zero suppress = Yes, the following criteria must be met for the application to be hidden on the dashboard:

- e-mails entered is 0 or N/A *and* e-mails processed is 0 or N/A *and* Web-chats entered is 0 or N/A *and* Web-chats processed is 0 or N/A

Agent Group

If zero suppress = Yes, and if only CISCO external systems are present, then an agent group is hidden on the dashboard when:

- calls offered is 0 or N/A *and* calls handled is 0 or N/A *and* logged on is 0 or N/A

If at least one Genesys external system is present, then in addition to the above criteria:

- e-mails offered is 0 or N/A *and* e-mails handled is 0 or N/A *and* Web-chats offered is 0 or N/A *and* Web interactions handled is 0 or N/A

Depending on your WA system configuration, logged on could be excluded from this criteria.

The Logged On criterion is included by default. To exclude it, in conf/WorkforceUtilizationZeroSuppression.properties, change the value zero_suppress.check_loggedin_for_skill_group and restart WA server and web services.

Region

For WA, if zero suppress = Yes and forecast calls offered, calls offered, and calls handled are N/A or 0, then a Region is hidden on the dashboard.

For CCAdv, if zero suppress = Yes and if only CISCO external systems are present, then a Region is hidden on the dashboard when:

- calls offered is 0 or N/A *and* calls handled is 0 or N/A

If at least one Genesys external system is present, then in addition to the above criteria:

- e-mails entered is 0 or N/A *and* e-mails processed is 0 or N/A *and* Web-chats entered is 0 or N/A *and* Web-chats processed is 0 or N/A

Application Group

For WA, if zero suppress = Yes and forecast calls offered, calls offered, and calls handled are 0 or N/A, then an application group is hidden on the dashboard. For CCAdv, if zero suppress = Yes and if only CISCO external systems are present, then an application group is hidden on the dashboard when:

- calls offered is 0 or N/A *and* calls handled is 0 or N/A

If at least one Genesys external system is present, then in addition to the above criteria:

- e-mails entered is 0 or N/A *and* e-mails processed is 0 or N/A *and* Web-chats entered is 0 or N/A *and* Web-chats processed is 0 or N/A