



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Performance Management Advisors Deployment Guide

Change the Time Profile of Agent Groups Metrics from 5 Minute Sliding to 30 Minute Growing

# Change the Time Profile of Agent Groups Metrics from 5 Minute Sliding to 30 Minute Growing

You can change the time profile of displayed agent group metrics from 5 Minute Sliding to 30 Minute Growing, or from 30 Minute Growing to 5 Minute Sliding, for Contact Center Advisor and Workforce Advisor.

Application metrics are unaffected by this process. Users should log out before you perform this configuration change.

1. Stop the Windows services for Advisors CCAdv XML Generator, CCAdv Web Services, Workforce Advisor Server, and WA Web Services.

2. Execute the following statements on your Advisors Platform database:

- a. View the configuration parameters:  
`select * from config_parameter`
- b. Update one configuration parameter:  
`update config_parameter set param_value = 'ThirtyMin' where param_name = 'skill.group.metrics.period.type'`  
or  
`update config_parameter set param_value = 'FiveMin' where param_name = 'skill.group.metrics.period.type'`
- c. View the parameters again to ensure your update was successful:  
`select * from config_parameter`

3. Start the Windows services for Advisors CCAdv XML Generator, Workforce Advisor server, CCAdv Web Services, and WA Web Services.

Users may log in again.

4. If a column with the previous time profile continues to appear in an Agent Groups pane, do the following:

- a. Open the Column Chooser.
- b. Un-pin (de-select) that column.
- c. Find the correct Agent Group metric for the time profile you want.
- d. Pin (select) that column for display.

If you cannot see any columns with the time profile you want in the CCAdv Agent Groups pane, ensure the correct choice of Short or Medium button in the title bar is selected.