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Performance Management Advisors Deployment Guide

Enable and Disable Agent-level Monitoring

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Enable and Disable Agent-level Monitoring

You enable and disable agent-level monitoring by modifying the statistics templates for CCAAdv; use the following procedures.

Enabling and Disabling the agent level statistics templates for CCAAdv

NEW The procedure of enabling and disabling agent reporting in CCAAdv/WA changes in release 8.5.0.

Agent reporting is enabled, by default, in all releases except 8.5.000. In release 8.5.000, agent reporting is disabled in all new installations.

Enabling Agent Reporting

1. In the Platform database/schema, execute the following statement:

```
BEGIN
UPDATE CONFIG_PARAMETER
SET PARAM_VALUE='1' WHERE PARAM_NAME='ccadv.agent.reporting.on';
COMMIT;
END;
/
```

2. This Step is applicable to release 8.5.000 only. If you have installed release 8.5.001, skip this Step.

In release 8.5.000, open the table-config.xml file in the conf folder of the Genesys Adapter deployment and ensure the following section is not commented out:

```
<tableconfig title="AgentSkillGroupRealTime">
<type>data</type>
<tablename>t_Agent_Skill_Group_Real_Time</tablename>
<formatfile>format_files/Agent_Skill_Group_Real_Time.fmt</formatfile>
<key-fields>SkillGroupSkillTargetID,SkillTargetID</key-fields>
</tableconfig>
```

3. Restart AGA. Changes will take effect during the overnight refresh cycle. If you require the changes to take effect before the overnight refresh, you must restart Advisors Platform.

Warning

Restarting Advisors Platform disconnects all users who are logged in.

Disabling Agent Reporting

1. In the platform database/schema execute the following statement:

```
BEGIN
```

```
UPDATE CONFIG_PARAMETER
SET PARAM_VALUE='0' WHERE PARAM_NAME='ccadv.agent.reporting.on';
COMMIT;
END;
/
```

2. This Step is applicable to release 8.5.000 only. If you have installed release 8.5.001, skip this Step.

Warning

If you have installed release 8.5.001, you must not delete the following tag for any reason.

In release 8.5.000, open the table-config.xml file in the conf folder of the Genesys Adapter deployment and comment out the following content, as shown:

```
<!--
<tableconfig title="AgentSkillGroupRealTime">
<type>data</type>
<tablename>t_Agent_Skill_Group_Real_Time</tablename>
<formatfile>format_files/Agent_Skill_Group_Real_Time.fmt</formatfile>
<key-fields>SkillGroupSkillTargetID,SkillTargetID</key-fields>
</tableconfig>
-->
```

3. Restart AGA. Changes will take effect during the overnight refresh cycle. If you require the changes to take effect before the overnight refresh, you must restart Advisors Platform.

Warning

Restarting Advisors Platform disconnects all users who are logged in.