GENESYS

Contact Center Advisor and Workforce Advisor Help

Agent Groups in the RMC Filter

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Agent Groups in the RMC Filter

The *filter* in the Resource Management Console (RMC) displays the agent groups that are reachable from the object you selected in the dashboard (that is, the object from which you opened RMC).

However, there might be differences between the agent groups you can see in the Contact Center Advisor (CCAdv) or Workforce Advisor (WA) dashboard, and the agent groups you see in the filter in RMC. The following sections describe the reasons for differences.

Contents

Differences Due to *Read* Permission

The list of agent groups available to you in the filter in the Resource Management Console might not contain agent groups that you can see in your CCAdv or WA dashboard. The difference is a result of how certain *permissions*, assigned to you by an administrator and stored with your profile, are processed by CCAdv, WA, and RMC. CCAdv and WA do not filter agent groups based on your permission to see them, but RMC does. If you do not have *Read* permission for an agent group, and your Advisors configuration causes that agent group to be included, you will see it in your CCAdv and WA dashboards, but not in your RMC dashboard.

Differences Due to *Zero Suppression*

An agent group might not appear in your CCAdv or WA dashboard because it is currently zero-suppressed. The zero suppression setting does not operate in RMC, so such an agent group will appear in the filter in RMC if it would otherwise do so. See Zero-Suppression in the *Genesys Contact Center Advisor and Workforce Advisor Administrator User's Guide* for details on this functionality.

Differences Due to *Display on Dashboard*

An agent group might not appear in your CCAdv or WA dashboard because the **Display on Dashboard** setting is No. The **Display on Dashboard** setting does not operate in RMC, so such an agent group will appear in the filter in RMC if it would otherwise do so. See Agent Group Configuration in the *Genesys Contact Center Advisor and Workforce Advisor Administrator User's Guide* for the use of **Display on Dashboard**.

Differences Due to Caching of Agent Groups

The agent groups that appear in the RMC filter are read from a cache on a server. The cache is updated every ten minutes. If there is a change to the configuration, such as a contact center closing for the day, the agent groups associated with that contact center disappear from the CCAdv and WA dashboards in the next refresh cycle. However, those agent groups continue to appear in the RMC filter for up to ten minutes after the change. In other words, changes to the configuration that affect the presence or absence of agent groups, and that are quickly reflected in the CCAdv or WA dashboard, might not appear in the RMC for up to ten minutes after the change.