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Contact Center Advisor and Workforce Advisor Help



Common Map Views and Functionality

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The CCAAdv and WA maps are international and display the location of all contact centers as small dots. There are two alert views, **Business** and **Technical**.

- Contact centers with alerts display as larger dots, red for priority 1 and yellow for priority 2.
- Threshold violation alerts are created from threshold violations that persist for a configured amount of time.
- A contact center with multiple active business alerts is represented on the map with an orange square.
- A contact center with multiple active technical alerts is represented by a star on the map.

Find more information or modify the map display by performing the following tasks:

- Display the contact center name by pointing at a contact center.
- Automatically cycle through each alert of all contact centers by clicking the **Auto** button . The default setting is to scroll automatically.
- Automatically cycle through each alert of a single contact center by clicking the **Semi-auto** button.
- View hidden portions of the international map by clicking the map and using the arrow keys.
- Zoom the map in or out by clicking the map and using the + and – keys.
- Make alerts more noticeable by turning on blinking using the **High Alert** toggle .

Display Options

To select one or both alert views (**Business** and **Technical**), select the corresponding button at the top of the map. When you select a button, the status indicator changes color—gray for no alerts, red, and yellow. The highest severity sets the color.

There are three display options:

- **Technical**—A map showing active technical alerts with the details in a carousel.
- **Business**—A map showing active business alerts with the details in a carousel.
- **View Alerts**—Alerts of all kinds appear in a pop-up window. The window has two views:
 - The **Global** (top level) view, which displays all alerts in one list.
 - The **Contact Center** (sub level) view, which displays information about a particular contact center and detailed information about its alerts.

Alert Details

A carousel displays the alert details for individual contact centers. The contact center names appear across the top of the carousel. The data is refreshed dynamically every 20 seconds.

The names in white type have alerts, the ones in gray do not. The tile of the alert currently in view is highlighted. In automatic mode, the carousel scrolls past contact centers without alerts and moves to the next contact center with alerts.

When you select an alert tile, the mode switches to manual. Display other alerts by selecting another alert tile, or selecting **semi-** or **auto-scroll** mode.

Double-clicking an alert tile launches the **Action Management Report** window; the information from the alert displays in the **Alerts** section of the **Action Management Report**.