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Contact Center Advisor and Workforce Advisor Help


Application Metrics

12/16/2025

Application Metrics

The **Application Metrics** area displays a box for each of the columns shown on the **Contact Centers** pane when you click the **launch** icon. The order of the **Application Metric** boxes matches the order of the columns on the **Contact Centers** pane.

You can scroll through the list of application metrics (independently of the Performance Monitor). A dynamic threshold violation indicator () indicates a threshold violation that is out of sight.

To display a single **Application Metric** box on the desktop, click  in the **Application Metric** box.

- You cannot display a duplicate Application Metric box.
- The title bar of the Application Metric box indicates the path of the selected row on the **Contact Centers** pane (for example, Reporting Region - Contact Center : BMG - BEUC Blue - Arnold).
- A copy of the **Application Metric** box remains part of the Performance Monitor.
- **Point-in-time** metrics have just one bar—they do not have bars for other time profiles.