Contact Center Advisor and Workforce Advisor Help

Contact Center Advisor: Contact Centers Pane

5/9/2025

Contact Center Advisor: Contact Centers Pane

In addition to what is described in the Viewing Contact Center Data topic, there are other ways to view data that are specific to the **Contact Centers** pane.

> **Tip**
> Each data grouping presents different values because of the way in which the rollups are calculated.

Selecting the Organizational Hierarchy

You can view information in the **Contact Centers** pane in the following ways:

- By geographic region, then by contact center, then by application group
- By geographic region, then by application group, then by contact center
- By operating unit, then by contact center, then by application group
- By operating unit, then by application group, then by contact center
- By reporting region, then by contact center, then by application group
- By reporting region, then by application group, then by contact center

Selecting the Time Profile for the Accumulation of Data

In the **Contact Centers** pane (and the **Applications** pane) you can select the time profiles of the values you want to display by clicking the buttons above the **Contact Centers** pane captioned **Short**, **Medium,** and **Long**. The dashboard then displays a subset, limited by time profile, of the metrics that are selected in the column chooser.

The calculations use values that pertain to the chosen period. **Point-in-time** metrics (that is, metrics whose values do not describe duration) are calculated and displayed when you have selected the **Short** time profile. The calculations of metric values for a time profile use the most recent values possible from the external source systems. The values are refreshed as often as Contact Center Advisor can read the values from the external systems from which it takes raw data.

- **Time profile**—Point-in-time or Historical. Point-in-time metrics always have a time interval of zero. The administrator can configure the time interval for historical metrics.

- **Time profile groups**—Short, Medium, or Long. An administrator can assign both historical and point-in-time metrics to these groups. The calculations associated with these groups for historical metrics use values that describe the most recent interval as specified by the administrator. For example, if the **Medium** values are set to use an interval of `30 minutes growing`, the intervals start at the most recent even half hour (for example, 09:00 or 10:30) and the values are accumulated to that instant in time. Point-in-time metrics always have a time interval of zero, although they might belong to a **Short**, **Medium**, or **Long** time profile group.

Special Metric Values

When a calculation's denominator is zero or the data is not available, the dashboard displays `N/A`.

If a metric value cannot ever be supplied by the external data source, the dashboard displays a dash (-) in its place.

An administrator can make a contact center inactive, in which case Contact Center Advisor treats it as if it were always non-operational.

Effect of Zero Suppression

An administrator can choose not to display a business object on the dashboard if certain metric values are `zero`. Regions or application groups are hidden if calls offered and calls handled are `zero`.

Summaries of Metric Values

- Counts—Counts (such as the number of calls offered, number of calls abandoned, and calls in queue) are summed. The calculations de-duplicate applications, agent groups, and agents, so that each of these objects contributes its data to a rolled-up calculated value only once.
- Values—Values (such as the longest time in queue) take the minimum or maximum that is appropriate for that metric.
- Calculated values—Calculated values are calculated at the aggregate by first summing the components of the calculation, then performing the calculation. Examples of calculated value metrics include service-level percentage, abandoned percentage, and average handle time. The calculations de-duplicate applications, agent groups, and agents, so that each of these objects contributes its data to a rolled-up calculated value only once.

Highlighting

- The threshold violation colors in the **Applications** pane determine the threshold violation colors in the **Contact Centers** pane. In other words, if all of the threshold violations for a metric in the **Applications** pane are yellow, then the threshold violation color for the metric for the affected contact center in the **Contact Centers** pane is also yellow.
- If only one violation for a metric in the **Applications** pane is red, then the violation color for the metric for the affected contact center in the **Contact Centers** pane is red. The highest priority violation

determines the color.

- A red violation in the **Contact Centers** pane might appear misleading when the value is in the yellow range of the threshold rule, but the color is displayed to call attention to the violations for the application and application group. The color does not indicate that the violation was triggered at that level, but means that you should do root cause analysis, by drilling down to the application level to find the actual violation. Threshold rules are based on metrics and application groups. Therefore, you can have a threshold rule for SL% for Sales that is different than the rule for SL% for Rewards.

How to Change the Display Settings

To display the applications in a contact center on the **Applications** pane:

- Select the information icon beside a contact center (or click to select the whole line).
  Selecting a contact center displays the applications associated with the contact center. If the contact center is at level 3 in a grouping, then the applications are also filtered by the application group at level 2.

To display the applications associated with an application group on the **Applications** pane:

- Select the information icon beside an application group displayed at level 3 in a grouping.
  The applications are also filtered by the contact center at level 2 in the grouping.

To display the agent groups in a contact center on the **Agent Groups** pane:

- On the **Contact Centers** pane, select the information icon beside a contact center at the second level (or click to select the whole line).
  If the contact center is at level 3 in a grouping then the applications are filtered by the application group at level 2.

To display the agent groups in a contact center and application group:

- On the **Contact Centers** pane, select the information icon beside a contact center at level 3, or application group at level 3 (or click to select the whole line).

Expired alerts can be viewed on the **Alert Management** tab.