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Contact Center Advisor and Workforce Advisor Help

Current Capacity and Call Flow

12/14/2025

Current Capacity and Call Flow

Depending on your access, you may or may not see these areas. If no access is granted to either area, then the left side of the window is hidden. Depending on your access, you may or may not see some of the metrics in these areas.

Current Capacity

The **Current Capacity** area displays workforce metrics—**Staffed**, **Talking**, **Available**, and **Calls in Queue**—from Contact Center Advisor. The values are from the **Point-in-time** time profile. This area is shown if you have access to any of these metrics.

Call Flow

The **Call Flow** area graphically displays values for **Offered**, **Answered**, and **Abandoned** calls for the **Short**, **Medium**, and **Long** time profiles. This area is shown if you have access to any of these metrics.

- A bar graph displays the integer values of the metrics. **Answered** and **Abandoned** have a legend color box to represent a piece of the pie chart.
- A pie chart displays answered and abandoned percentages.
- You might see split statistics for metrics to which you have no access, but their tooltips are hidden.