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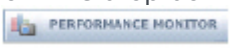
Contact Center Advisor and Workforce Advisor Help

Choosing the Information to Monitor

12/17/2025

Choosing the Information to Monitor

On the **Contact Centers** pane, select the organizational hierarchy from the drop-down menu, select the metrics and a row, then click the **Performance Monitor** button 

. The **Performance Monitor** window appears on the desktop outside of the browser.

> **Important**
>
> Only metrics to which you have access are displayed.

- The metric values refresh continuously.
- The path of the selected row on the **Contact Centers** pane is shown at the top of the Performance Monitor (for example, `Consumer - Internet Banking - Billing Gold`).
- The hierarchy and metrics remain until you change the information on the **Contact Centers** pane and click the **launch** icon. If you do not click the **launch** icon, you can change the columns and groupings on the **Contact Centers** pane without closing the current **Performance Monitor** window.
- The **Application Metric** boxes are deleted if you change the grouping, click the **Performance Monitor** button

, and then click **OK** to the **Are You Sure?** prompt. The Performance Monitor is updated with the newly selected grouping. Clicking **Cancel** to the **Are You Sure?** prompt cancels the update of the Performance Monitor.
- The **Refresh Rate** indicator shows when the metric values will be refreshed.