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Contact Center Advisor and Workforce Advisor Help



Graphing Metrics and Time Profiles

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Graphing Metrics and Time Profiles

Administrators select which metrics and time profiles are available for you to graph. Choose up to five available metrics to display for the selected business entity.

To graph one or multiple metrics:

1. Select an object on the **Contact Centers** pane, an application on the **Applications** pane, or a contact group on the **Contact Groups** pane.
2. Click the **Charting** button  in the selected row. If the metrics for the selected object, application, or contact group cannot be graphed, then the metric is disabled in the **Select metric(s)** list of available metrics.
3. After the **Metric Graphing** window opens, click the **Select Metric(s)**  button. A list of metrics appears. These are the metrics you can graph. The list reflects the choices made in the Administration module and the names shown in this list are the display names for those metrics.
If metric data is unavailable for a selected object, application or contact group, you cannot select it. For example, non-voice metrics are not available for selection for voice-only applications.
4. Select the metrics you want to graph (up to five). For more information about selecting metrics, see [Reading the Graph](#). A color appears in the box beside the metric name when it is selected. The name of the selected metric is displayed over the graph.
5. Click **Close** to close the list of available metrics, and to see the other graph options. See the table of graph controls in [Reading the Graph](#) for information about the graph options.
6. To change the display color or graph style for a metric, click the colored box beside the metric name at the top of the graph. The **Color/Style Picker** opens. You can use each color only once in the graph.
7. Move your cursor into the graphing area to display the "metric needle". As you move your cursor over the graph, the needle moves also. Use the needle to find values for each graphed metric at specific points-in-time (values for each metric update at the top of the graph).

To Graph Multiple Time Profiles for a Historical Metric:

- Using the **Select metric(s)** list of available metrics, select from the list of historical metrics that have different time profiles for display. For example, you can choose the following metrics to display in a single graph:
 - [] AHT Short
 - [] AHT Medium
 - [] AHT Long

The Administrator can advise you of the maximum number of metrics that can be graphed. The default value is five. CCAAdv and WA share this value, which governs the total number of metrics to graph in both components combined.

When choosing multiple time profiles of a metric to graph, keep in mind that each combination of metric plus time profile is counted. In the following example, 3 metrics are selected for graphing:

- ☒ AHT Short
- ☒ AHT Medium
- ☐ AHT Long
- ☐ ASA Short
- ☐ ASA Medium
- ☒ ASA Long