GENESYS™

Contact Center Advisor and Workforce Advisor Help

Managing Agents

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Managing Agents

Agents shown in Resource Management are the ones whose actions drive the performance and metrics of the user-selected entity that you want to influence (apart from purely application-level or contact group-level metrics).

The agents listed in **Resource Management** are those in the agent groups that are associated with the rows selected in Contact Center Advisor or Workforce Advisor within the selected grouping.

See also:

- Selecting Agents
- Managing Agent Skills
- Maintaining Agent Skill and Skill Levels
- Logging Out an Agent