Contact Center Advisor and Workforce Advisor Help

Metrics Library

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Metrics Library

A library serves as a shortcut to select a list of metrics. You can create Metrics Libraries from the **Libraries** tab on the **Column Chooser**. Only metrics to which you have access are displayed on the dashboard (see Role-Based Access and Permissions).

The Metrics Library enables you to:

- Create reusable lists of metrics to display on the dashboard. For example, you could create a set of metrics that might be required for a specific management task, such as a set of non-voice metrics.

- Maintain those lists.

The library drop-down list contains a list of the libraries that you have created in addition to the default library. The default library is simply the default list of metrics displayed as configured in the Administration module. If no libraries have been created, there are only two entries in the library drop-down list:

- Default

- From Dashboard: Retrieves the metrics exactly as displayed on the dashboard.

Creating a New Library

1. Select **Create New** from the **Library** drop-down list.
    The **Save As, Reset,** and **Delete** buttons are disabled at this point.

2. Add a name for the library.

3. Enter a description (optional).

4. Add metrics to the library.

5. Click **Save.** When the library is saved, the remaining buttons on the page are enabled.

As you create libraries, they are added to the Libraries drop-down list. When you select a library, the description of that library is displayed next to the drop-down list, and the Selected Metrics pane is cleared and populated with the list of metrics that make up the library. Metrics that are not included in that list are displayed on the **Available Metrics** pane.

You can either add more metrics to the **Selected Metrics** pane by selecting them on the **Available Metrics** pane or remove metrics from the **Selected Metrics** pane. However, if you select a different library from the drop-down list, all the metrics on the **Selected Metrics** pane are replaced with the list of metrics that are part of the newly selected library.