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Contact Center Advisor and Workforce Advisor Help

Performance Monitor

Performance Monitor

The Performance Monitor enables you to select and monitor key performance indicators of a contact center's activity in real time.

The Performance Monitor is available with Contact Center Advisor only. To enable the Performance Monitor button:

- Select a row on the **Contact Centers** pane.

Role-based access and permissions control what you can see and do in each CCAdv view. For example, you see only metrics to which the System Administrator granted you access. For more information about this topic, see [Role-Based Access and Permissions](#).

This section contains the following information:

- [Choosing the Information to Monitor](#)
- [Creating a Snapshot of the Performance Monitor](#)
- [Current Capacity and Call Flow](#)
- [Application Metrics](#)