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Contact Center Advisor and Workforce Advisor Help

Reading the Graph

Reading the Graph

The horizontal axis of the graph represents time. The graph has two vertical axes, one on the left side of the graph and one on the right. The vertical axes represent the metric values. The graph displays metric values on the two vertical axes as follows:

- The first metric you select in the **Metric Chooser** is represented on the left vertical axis.
- Subsequent metrics you select in the **Metric Chooser** continue to be represented on the left vertical axis as long as the selected metrics have the same minimum and maximum values as the first selected metric.
- A metric that has different minimum and maximum values than the previously selected metric or metrics is represented on the right vertical axis.
- After there are selected metrics represented on both vertical axes, all subsequent metric selections act as follows:
 - If a selected metric's minimum and maximum values are the same as metrics represented on the left vertical axis, then that metric is also represented on the left axis.
 - If a selected metric's minimum and maximum values are the same as metrics represented on the right vertical axis, then that metric is also represented on the right axis.
 - Once you have selected metrics that establish a minimum and maximum value range for both the left and right vertical axes, any metric in the **Metric Chooser** that is not yet selected, and that has minimum and maximum values different from metrics already represented on the vertical axes, is disabled.

A color legend over the vertical axes indicates which metrics are represented on each axis.

The following table describes options on the **Metric Graphing** window. Use these options when working with selected metrics in the graph.

Feature	Description
Select metric(s) button 	Opens the list of metrics available for graphing. Metrics are identified by the display name.
Arrange Metrics button 	Opens the Arrange the metrics window. The Arrange Metrics button is enabled when you have two or more metrics in the graph, and if the selected graph style is Stacked Line, Stacked Area, or Stacked Bar. Drag and drop the metrics in the Arrange the metrics window to re-arrange the order in which metrics display in the graph.
Graph Chooser buttons 	Select one of the following graph styles: <ul style="list-style-type: none"> • Line • Area • Bar

Feature	Description
	<ul style="list-style-type: none"> • Stacked Line • Stacked Area • Stacked Bar <p>You can change the graph style at any time while working in the Metric Graphing window.</p>
<p>Timeline Slider</p> 	<p>Use the Timeline Slider to focus the graph on specific time intervals. Use the Time Interval buttons to quickly adjust the Timeline Slider. See also Selecting Part of the Data in the Metric Graphing Window.</p>
<p>Time Interval buttons</p> <p>30M 1H 1.5H 2H</p>	<p>Use the Time Interval buttons to quickly adjust the Timeline Slider. The values that display on the Time Interval buttons are dependent on parameters that the administrator configures.</p>
<p>Timestamp</p> <p> Last Updated, Today at 04:51:20 PM</p>	<p>The timestamp indicates when the metric data in the graph was last updated.</p>