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Contact Center Advisor and Workforce Advisor Help

Refreshing Agent Information

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Refreshing Agent Information

Using the Refresh Button

By default, information about agents in the RMC dashboard is not updated automatically. To update it, click the **Refresh** button ().

Automatic Refresh

Your administrator can configure RMC to make information about agents refresh automatically. See [Automatic Dashboard Refresh Interval](#) for details.

You can still click the **Refresh** button when it is active to refresh the dashboard yourself.

See also:

- [Filtering the List of Agents](#)
- [Sorting the List of Agents](#)
- [Viewing Performance Metrics for Agents](#)