Contact Center Advisor and Workforce Advisor Help

Refreshing Agent Information

5/10/2025

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