Contact Center Advisor and Workforce Advisor Help

Selecting Agents in a Dashboard

5/7/2025

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Selecting Agents from the Contact Centers Pane

From the **Contact Centers** pane, available in both Contact Center Advisor and Workforce Advisor, you can select only a single row to launch **Resource Management.**

Warning

Resource Management is not intended for bulk changes and may disrupt mission critical system requests.

Launching Resource Management from the hierarchy is not recommended because the number of agents and agent data pulled may be very large and impact performance. Genesys recommends launching Resource Management from the Agent Groups pane, the Applications pane in CCAdv, or Contact Group pane in WA, in order to pull fewer than 150 agents.

Selecting Agents from the Applications or Contact Groups Pane

From the **Applications** pane in Contact Center Advisor, or the **Contact Groups** pane in Workforce Advisor, you can select one or more rows.

Selecting Agents from the Agent Groups Pane

From the **Agent Groups** pane, available in both Contact Center Advisor and Workforce Advisor, you can select one or more rows.

You cannot select the **Totals and Averages** row.

Single Pane Selection Only

You cannot select rows across panes; for example, you cannot select a row on the **Contact Centers** pane and a row on the **Applications** pane at the same time.

Tip

If you notice that some or all agents in a particular agent group do not display in the Resource Management Console (RMC), ask those agents to log out and log in again. If those agents still fail to display in the RMC, contact your system administrator.