Contact Center Advisor and Workforce Advisor Help

Selecting Multiple Rows from the Agent Groups Pane

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Selecting Multiple Rows from the Agent Groups Pane

From the **Agent Groups** pane, available in Contact Center Advisor and Workforce Advisor, select one or more rows and click the **Resource Management** icon. The agents associated with the agent groups selected are displayed.

As you select a row, the associated applications or contact groups are highlighted on the **Applications** pane in Contact Center Advisor, or the **Contact Groups** pane in Workforce Advisor. If multiple agent groups are selected, the applications or contact groups highlighted on the **Applications** or **Contact Groups** pane are those associated with the agent group that was selected last. The last-selected agent group is identified by a blue border and a darker shade.

Important

In the CCAdv and WA dashboard, agent groups are not under role-based access control. See Role-Based Access and Permissions.

See also:

- Selecting a Single Row from the Contact Centers Pane
- Selecting Multiple Rows from the Applications or Contact Groups Pane