



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Contact Center Advisor and Workforce Advisor Help

Selecting Multiple Rows from the Applications or Contact Groups Panes

Selecting Multiple Rows from the Applications or Contact Groups Panes

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

From the **Applications** pane or **Contact Groups** pane, you can select one or more rows. When you select a row, the agent groups associated with the application or contact group are highlighted on the **Agent Groups** pane. If multiple applications or contact groups are selected, the agent groups highlighted on the **Agent Groups** pane are those associated with the application or contact group that was selected last. The last-selected application or contact group is identified by a blue border and a darker shade.

Important

Applications and contact groups are not currently 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 Agent Groups Pane](#)