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Contact Center Advisor and Workforce Advisor Help

Creating a Snapshot of the Performance Monitor

5/8/2025

Creating a Snapshot of the Performance Monitor

Click the snapshot button .

- The **Snapshot** window shows the same as the **Performance Monitor** window except that the information is static, enabling you to compare the values at a single point in time with real-time values. The **Snapshot** window displays the time and date when it was created.
- To resize the **Current Capacity**, **Call Flow**, and **Application Metrics** areas, drag the splitter.
- To maximize, minimize, or exit the **Performance Monitor** window, click ,  or  respectively.
- To move the **Performance Monitor** window, click and drag the window title bar.