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Contact Center Advisor and Workforce Advisor Help

Using Resource Management

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Using Resource Management

Open Resource Management from Contact Center Advisor or Workforce Advisor by doing one of the following:

- [Selecting a Single Row from the Contact Centers Pane](#)
- [Selecting One or Multiple Rows from the Applications or Contact Groups Panes](#)
- [Selecting One or Multiple Rows from the Agent Groups Pane](#)

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

See also:

- [Selecting Your View of the Information Displayed for Agents](#)
- [Refreshing an Agent's Current Status](#)
- [Sorting the List of Agents](#)
- [Agent Groups in the RMC Filter](#)
- [Filtering the List of Agents](#)
- [Viewing Performance Metrics for Agents](#)