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Contact Center Advisor and Workforce Advisor Help

Using the Dashboard

Using the Dashboard

This section describes how to view dashboard information, how to select what information to display, and how the Map works.

Important

Starting in Advisors release 8.5.1, you can open Advisors dashboards in Microsoft Internet Explorer, Google Chrome, or Mozilla Firefox. If you open multiple Advisors sessions simultaneously, ensure you use one type of browser. For example, if you are running Contact Center Advisor in Google Chrome, and you want to open another Contact Center Advisor session or a Workforce Advisor session in another browser window, then that browser must also be Chrome.

Role-based access and permissions control what you can see and do in each Contact Center Advisor (CCAdv) and Workforce Advisor (WA) view. For more information about this topic, see [Role-Based Access and Permissions](#).

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