Contact Center Advisor and Workforce Advisor Help

Workforce Advisor: Contact Groups and Agent Groups Panes

5/11/2025

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This topic describes additional ways (aside from what is described in the Viewing Contact Center Data topic) to view data on the **Contact Groups** and **Agent Groups** panes.

Zero Suppressed Agent Groups

If an agent group should be zero suppressed, it is hidden if an agent is not logged into the agent group, calls handled are zero, and calls offered are zero. Depending on how your Workforce Advisor is configured, the logged in parameter could be excluded from this calculation.

Threshold Violation Colors Relative to Metric Colors

The threshold violation colors on the **Contact Groups** pane determine the colors on the **Contact Centers** pane.

In other words, if all of the threshold violations for a metric on the **Contact Groups** pane are yellow, then the color for the metric for that contact center on the **Contact Centers** pane is also yellow.

If only one threshold violation for a metric on the **Contact Groups** pane is red, then the color for the metric for that contact center on the **Contact Centers** pane is red. The highest priority sets the color. Although a red violation on that **Contact Centers** pane might appear misleading when the value is in the yellow range of the threshold rule, the goal of the color is to call attention to the violation for the contact group.