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# Performance Management Advisors Deployment Guide

Change the Time Profile of Agent Groups Metrics from 5 Minute Sliding to 30 Minute Growing

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When you deploy CCAdv and WA, you specify a time profile for the historical agent group metrics that will display on the dashboards of those components. Post-installation, you can change the time profile of displayed agent group metrics from 5 Minute Sliding to 30 Minute Growing, or from 30 Minute Growing to 5 Minute Sliding, for Contact Center Advisor and Workforce Advisor.

Application metrics are unaffected by this process. Users should log out before you perform this configuration change.

1. Stop the Windows services for CCAdv Web Services and WA Web Services.
2. Stop Advisors CCAdv XML Generator and Workforce Advisor Server from the Solution Control Server UI.
3. Execute the following statements on your Advisors Platform database:
  - a. View the configuration parameters:  
`select * from config_parameter`
  - b. Update one configuration parameter:  
`update config_parameter set param_value = 'ThirtyMin' where param_name = 'skill.group.metrics.period.type'`  
or  
`update config_parameter set param_value = 'FiveMin' where param_name = 'skill.group.metrics.period.type'`
  - c. View the parameters again to ensure your update was successful:  
`select * from config_parameter`
4. Start Advisors CCAdv XML Generator and Workforce Advisor server from the Solution Control Server UI.
5. Start the Windows services for CCAdv Web Services and WA Web Services.

Users may log in again.

6. If a column with the previous time profile continues to appear in an **Agent Groups** pane, do the following:
  - a. Open the Column Chooser.
  - b. Un-pin (de-select) that column.
  - c. Find the correct Agent Group metric for the time profile you want.
  - d. Pin (select) that column for display.

If you cannot see any columns with the time profile you want in the CCAdv **Agent Groups** pane, ensure the correct choice of Short or Medium button in the title bar is selected.