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Performance Management Advisors Deployment Guide

LoggedIn Scripts

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LoggedIn Scripts

Contact Center Advisor and Workforce Advisor support LoggedIn scripts for virtual agent groups (VAG). Agent group membership information is retrieved from the Stat Server for VAGs that are defined using the LoggedIn script.

LoggedIn Script-based VAGs in the Resource Management Console

Starting with release 8.5.101, be aware that it might take longer to display LoggedIn script-based VAG agents in the Resource Management Console (RMC) than it takes to display agents of another agent group type. An agent who is a member of a VAG defined by a LoggedIn script displays in a supervisor's RMC only if that agent logs in *after* the supervisor has logged in to the RMC. Agents who are members of any such VAG, and who log in before the supervisor logs in to the RMC, do not display in the supervisor's RMC. As a result, if a supervisor logs out and immediately logs in again, he or she might not see the VAG agents until those agents log in again to the appropriate queues. Be aware that it might take longer to display LoggedIn script-based VAG agents in the RMC than it takes to display agents of another agent group type.