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Contact Center Advisor and Workforce Advisor Administrator User's Guide

Removing Applications from CCAdv/WA Configuration

12/16/2025

Contents

- 1 Removing Applications from CCAdv/WA Configuration
 - 1.1 Procedure Summary
 - 1.2 Implications for Workforce Advisor Configuration
 - 1.3 Implications for Agent Group Contact Centers

Removing Applications from CCAdv/WA Configuration

As things change in your enterprise, you might find it necessary to remove certain specific applications from your Contact Center Advisor (CCAdv) configuration.

The configuration mode that you use for CCAdv/WA (integrated or independent) determines the impact of removing applications from your CCAdv configuration:

- If you use the integrated configuration mode, changes you make to application configuration can vary, depending on the order in which you perform the steps required to remove (or to add) applications. To ensure you get the results you expect when removing applications, use the procedure on this page.
- Using the independent configuration mode, there are no dependencies between the CCAdv and WA configuration. Removing applications from the CCAdv configuration does not impact WA configuration.

Related Information

[Removing Agent Groups from CCAdv/WA Configuration](#)

[Removing Contact Groups from WA Configuration](#)

Procedure Summary

The actions performed in the following procedure remove the application from the Advisors rollup configuration only and do not remove the object associated with this application (queue, service, call type, interaction queue, and so on) from the list of objects processed by the Genesys or CISCO Adapter.

To completely stop the processing of a Genesys object and its metrics by Advisors, the object's metadata must be removed from the Object Configuration User's permissions specified in the Advisors installation or from higher levels in the Genesys Configuration Server. All CISCO objects are pulled/processed as long as they are present in the metadata of the CISCO ICM database. Removing an object from the source – that is, from the permissions of the Object Configuration User or from higher levels in the Genesys Configuration Server, or from the metadata in the CISCO ICM database – will stop the processing of the object even if it is not removed from the Advisors rollup configuration.

Procedure: Removing Applications from CCAdv/WA Configuration

Prerequisites

- If you use Contact Center Advisor and Workforce Advisor in the integrated configuration mode, be sure to review your configuration before proceeding with this procedure. See the notes in the [Implications for Workforce Advisor Configuration](#) section for information.

Steps

- Navigate to the **Application Configuration** page. The **Rollups** tab will open. Locate the application that you want to remove to make sure that it is present in the application rollup configuration. Use the **search** field to help you locate the specific application, if necessary.

The screenshot shows the Genesys Administration interface for Application Configuration. The left sidebar contains navigation links like Home, System Configuration, Regions, Application Groups/Thresholds, Contact Centers, Switches/Peripherals, Application Configuration (selected), Agent Group Configuration, Contact Group Configuration, Metric Manager, Users, Distribution Lists, Manual Alerts, Alert Causes, Key Actions, Genesys Adapters, and Control Panel. The main content area has tabs for Rollups, Applications - Agent Groups, and Application Details. The Rollups tab is active, displaying a table of assigned applications. The table has columns: Name, Descriptive Name, Contact Center, Application Group, Reporting Region, Operating Unit, SL Threshold, Include in Rollup, Zero Suppress, and Display On Dashboard. One application is listed: [Python] 21035... with Contact Center CC1, Application Group AG1, Reporting Region RR1, Operating Unit OU1, SL Threshold 20 sec, Include in Rollup Yes, Zero Suppress No, and Display On Dashboard Yes. Below the table are 'Assign' and 'Unassign' buttons. At the bottom, the 'Available Applications' section shows a list of applications with columns: Name, Object Type, Data Source Name, Genesys Switch, Genesys Tenant, and CISCO Peripheral. Five applications are listed, all with Object Type 'Voice Queue' and Genesys Switch 'G3Sim_P'.

You can remove the application from the **Rollups** tab as described in [Step 5](#), skipping Steps 2 to 4. However, if the application is later restored in the application rollup, then all application-agent group relationships that were present before the application was removed will be restored automatically in the Contact Center Advisor configuration. The corresponding details related to WA configuration are described in [Implications for Workforce Advisor Configuration](#).

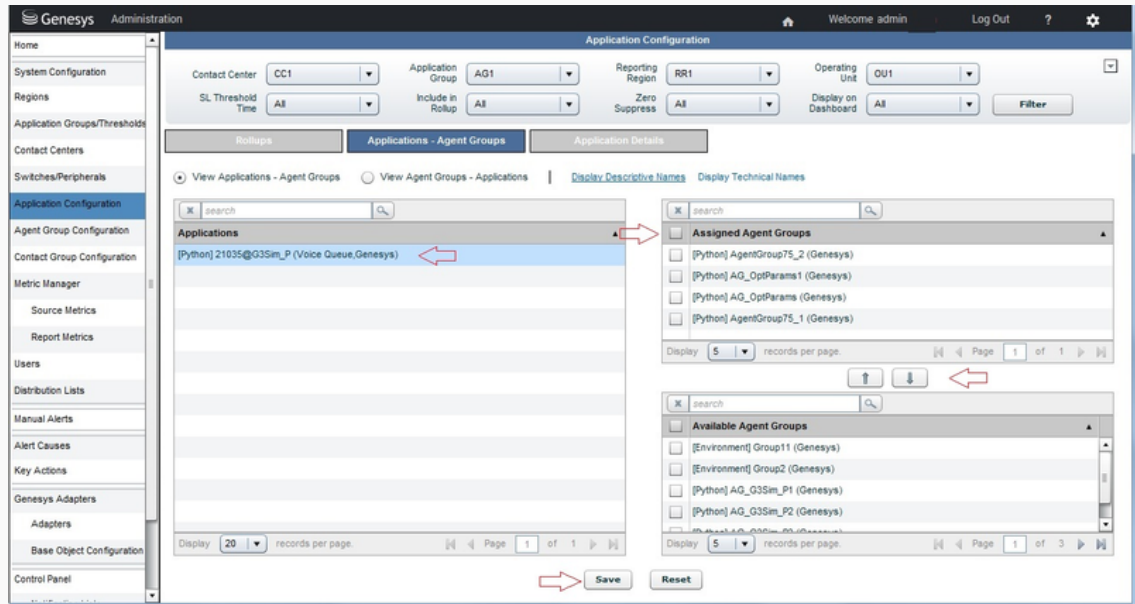
If you do not want any application-agent group relationships preserved, proceed to [Step 2](#) to explicitly remove the application-agent group relationships before removing the application itself.

- Open the **Applications - Agent Groups** tab on the **Application Configuration** page, and again locate the application that you want to remove.
- Remove all agent group assignments from the application:

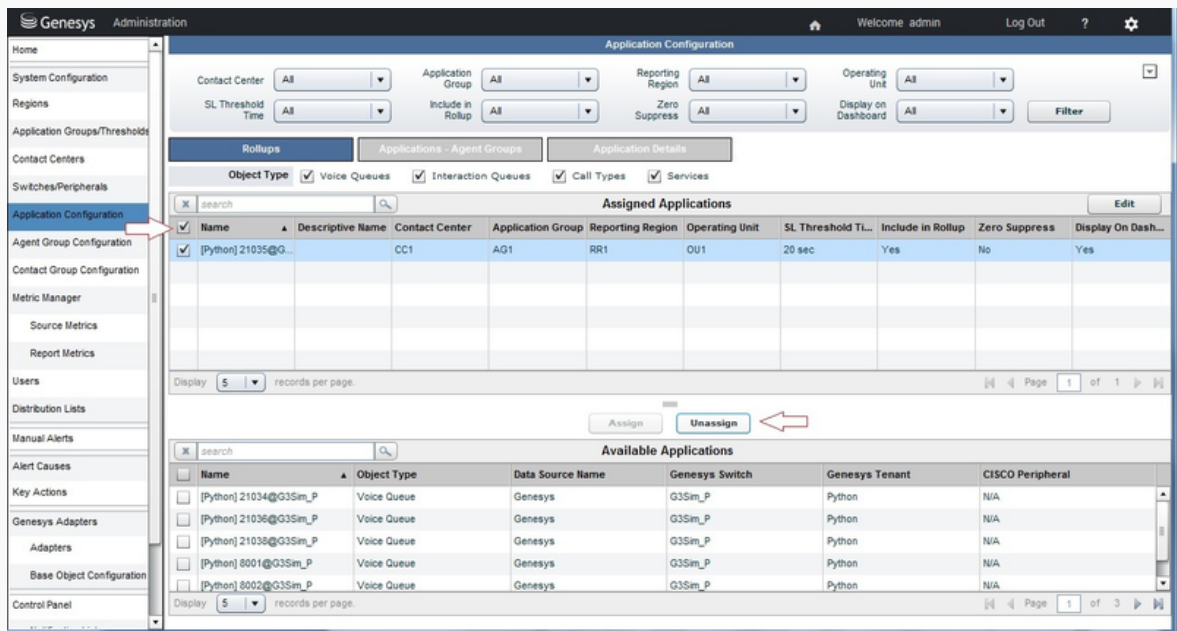
- a. Click on the application to select it.

All agent groups that are mapped to this application appear on the upper right pane under the **Assigned Agent Groups** label. For convenience, adjust the number of records per page so that all related agent groups are listed on one page.

- b. Select the **Select All** check box located near the **Assigned Agent Groups** label and click the arrow that moves the agent groups to the **Available Agent Groups** pane.
- c. Click **Save**.



4. Navigate to the **Rollups** tab again.
5. Select the application that you want to remove, and click the **Unassign** button.



Implications for Workforce Advisor Configuration

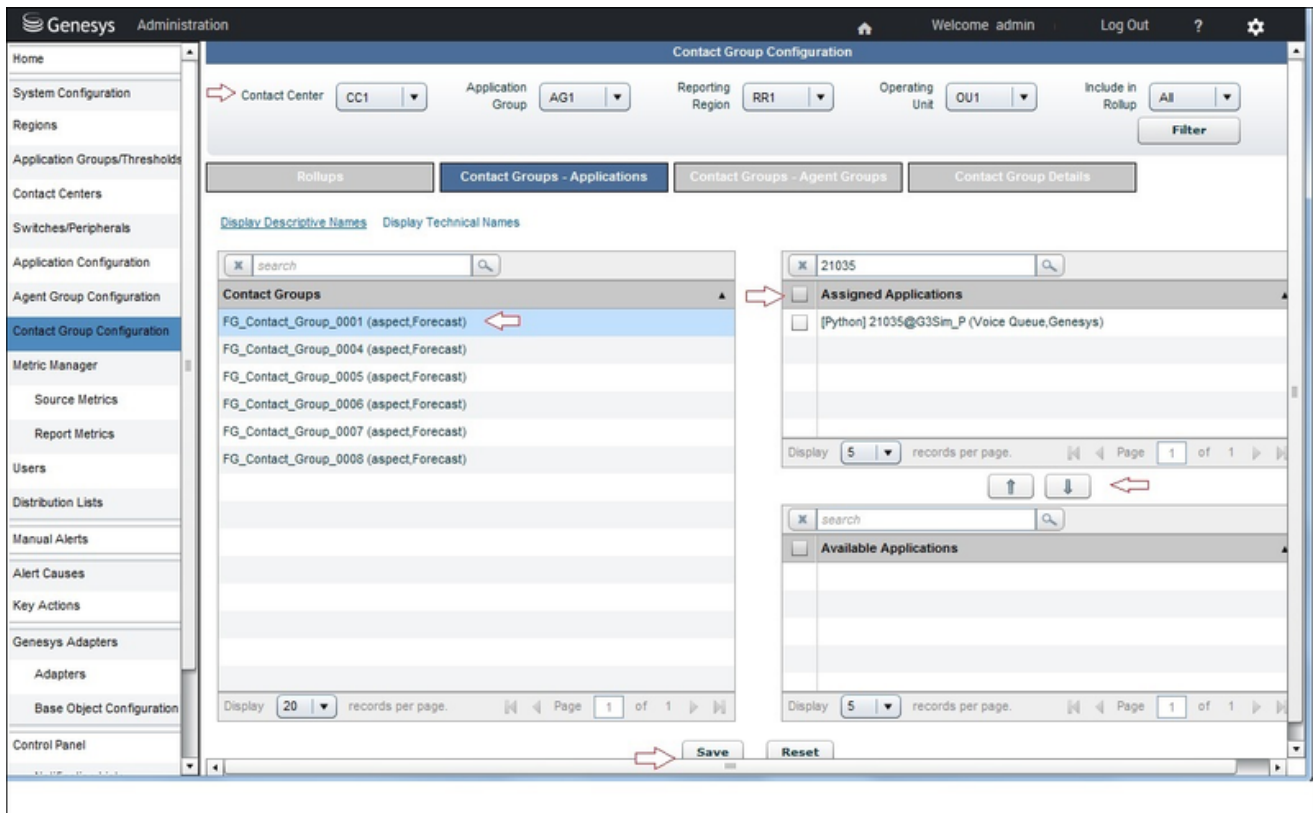
If your Advisors application operates in the integrated configuration mode, Genesys recommends that you review your configuration before removing any applications to identify any possible impacts to the Workforce Advisor (WA) configuration.

Removing an application from the CCAdv configuration automatically removes, from all administration pages and dashboard views, any associations that exist between contact groups and applications and between contact groups and agent groups. However, if you do not remove such associations directly from the WA configuration, these associations between contact groups and applications and between contact groups and agent groups are preserved in the WA configuration, although they are not visible anywhere in the Advisors interface. Consequently, restoring the CCAdv application configuration, exactly as it previously existed, automatically restores all contact group-application and contact group-agent group associations in the interface.

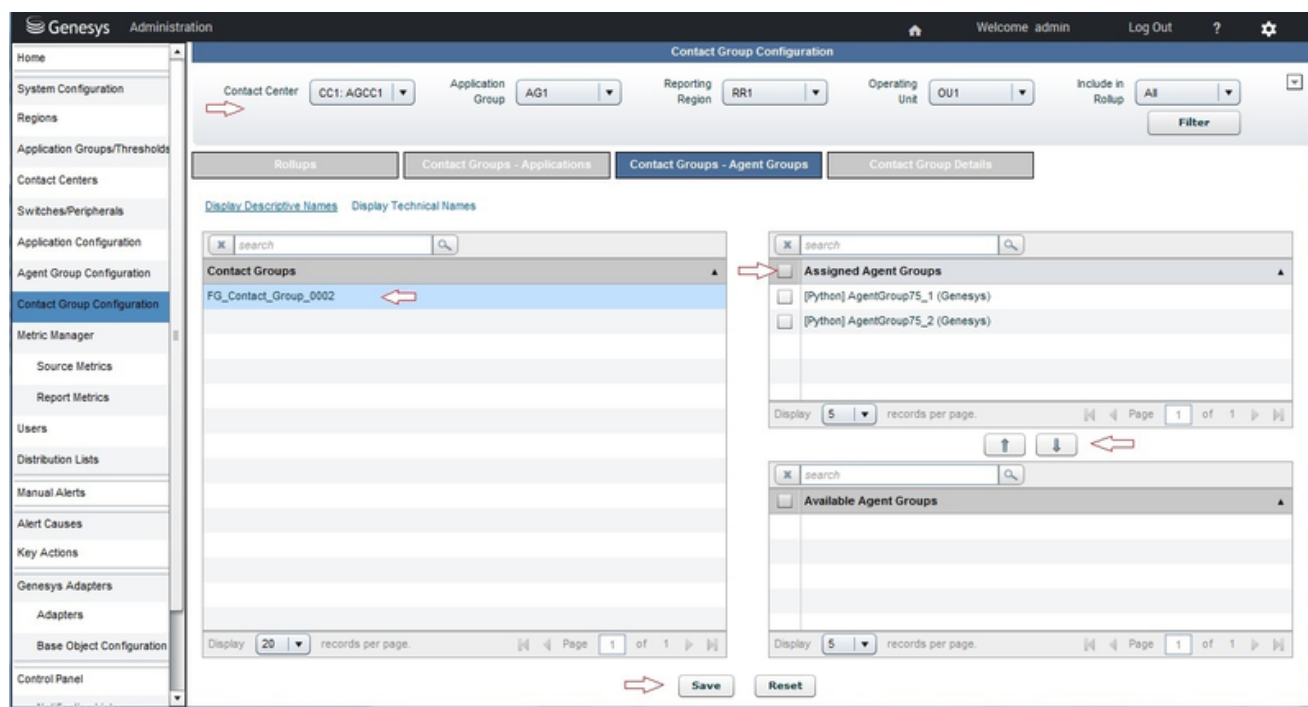
To prevent such configuration restoration, you must explicitly remove these associations from the WA **Contact Group Configuration** page, using the **Contact Groups - Applications** and **Contact Groups - Agent Groups** tabs. See the the following two figures for a sample **Contact Group Configuration** page.

Contact Group Configuration page, **Contact Groups - Applications** tab:

Removing Applications from CCAdv/WA Configuration



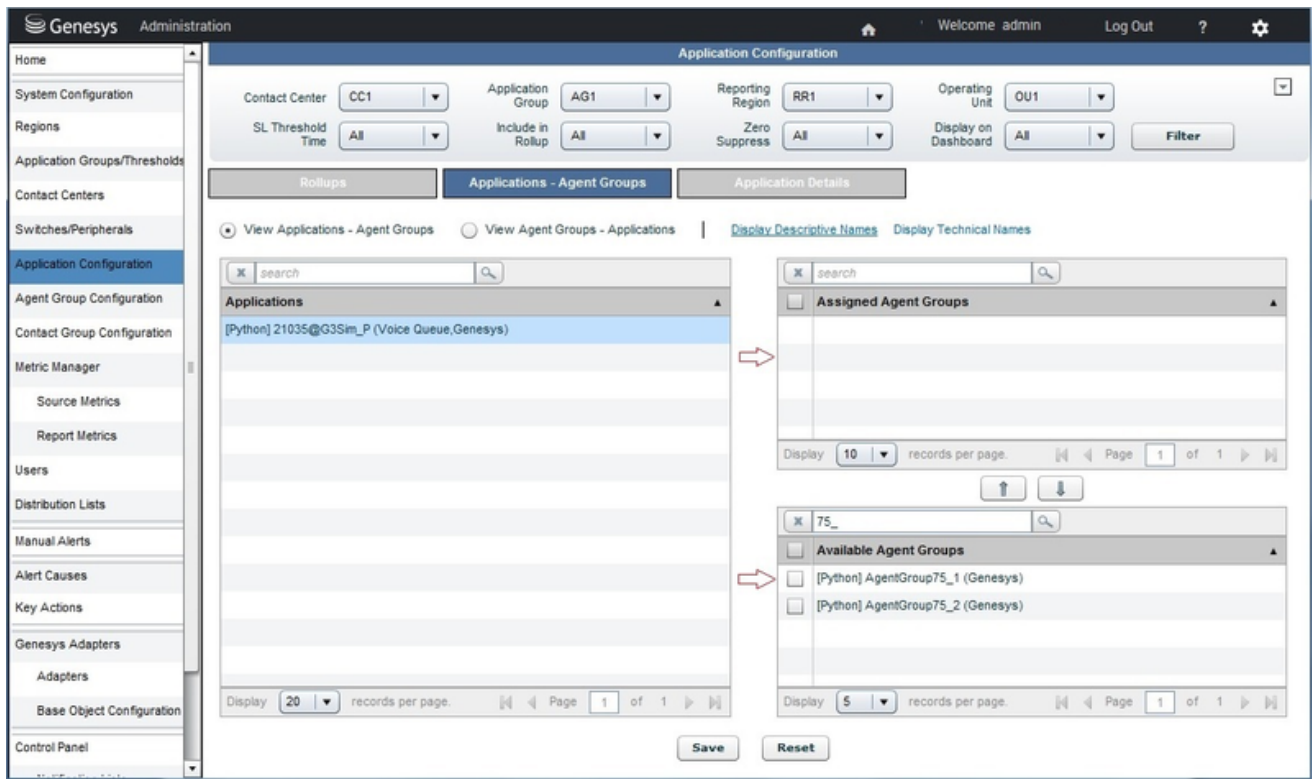
Contact Group Configuration page, **Contact Groups - Agent Groups** tab:



Implications for Agent Group Contact Centers

Moving an agent group from the **Assigned Agent Groups** pane to the **Available Agent Groups** pane on the **Application Configuration** page, and saving the result, removes all associations that previously existed between a specific application and the agent group, including the associations between the application and the agent group made through agent group contact centers.

Removing Applications from CCAdv/WA Configuration



Removing an application-agent group relationship does *not* remove the general association between that agent group and the agent group contact centers.

The screenshot shows the Genesys Administration console with the 'Agent Group Configuration' page. The left sidebar contains navigation links for Home, System Configuration, Regions, Application Groups/Thresholds, Contact Centers, Switches/Peripherals, Application Configuration, Agent Group Configuration (selected), Contact Group Configuration, Metric Manager, Users, Distribution Lists, Manual Alerts, Alert Causes, Key Actions, Genesys Adapters, and Control Panel. The main content area has a top filter bar with dropdowns for Agent Group (CC1: AGCC), Application Group (All), Reporting Region (All), Operating Unit (All), Zero Suppress (All), Display on Dashboard (All), Include in CCAdv (All), and Include in WA (All), along with a Filter button. Below the filters, there are two tabs: 'Agent Group - Agent Group Contact Center' and 'Agent Group Details'. The 'Agent Group - Agent Group Contact Center' tab is active, showing a table of 'Assigned Agent Groups'. The table has columns for Name, Agent Group Contact Center, Include in CCAdv, and Include in WA. Two agent groups are listed: '[Python] AgentGroup75_1' and '[Python] AgentGroup75_2', both associated with 'CC1: AGCC1' and marked as 'Yes' for both 'Include in CCAdv' and 'Include in WA'. Below the table, there are 'Assign' and 'Unassign' buttons. The 'Available Agent Groups' section is also visible, showing a table with columns for Name, Tenant Name, and Data Source Name. Five agent groups are listed, including '[Environment] Group11', '[Environment] Group2', '[Python] AgentGroup_MultiMedia', '[Python] AG_G3Sim_P1', and '[Python] AG_G3Sim_P2', all associated with 'Genesys' as the Data Source Name.

After an application-agent group relationship is removed, be aware that the relationship will be reinstated if the application is later assigned to a network contact center to which the agent group is related through an agent group contact center; in this case, the agent group becomes automatically associated with the application again. The following figure shows you an example of what you would see on the dashboard when an association exists between an application and agent groups because of the agent groups' association with an agent group contact center:

Removing Applications from CCAdv/WA Configuration

The screenshot displays the Genesys Contact Center Advisor Performance Monitor interface. The top navigation bar includes the Genesys logo, 'Contact Center Advisor', and user controls like 'Welcome admin', 'Log Out', and a settings icon. Below the navigation bar, there are tabs for 'WHAT IF TOOL', 'PERFORMANCE MONITOR', and 'COLUMNS'. The 'PERFORMANCE MONITOR' tab is active, showing a 'Geographic - Application Groups' dropdown menu.

The main content area is divided into three sections:

- Contact Centers:** A table showing performance metrics for various contact centers. The table has columns for 'Staffed', 'Talking', 'Queue', 'SL% Today', 'SL% 30m gro', 'SL% 5m slidn', and 'Abnd% 5m slidn'. The data is grouped by 'Enterprise Performance' and 'GR1'. The 'CC1' group is expanded, showing 'AGCC1' and 'AGCC2' with their respective metrics.
- Applications:** A table showing performance metrics for applications. The table has columns for 'Name', 'Staffed', 'Talking', 'Queue', 'SL% Today', 'SL% 30m gro', 'SL% 5m slidn', and 'Abnd% 5m slidn'. The data is grouped by 'AG1 : CC1'. The application '[Python] 21035@G3Sim_P' is highlighted.
- Agent Groups:** A table showing performance metrics for agent groups. The table has columns for 'Name', 'Agent Grou', 'LoggedOn', 'Talking', 'Avail', 'Wrap', and 'Real'. The data is grouped by 'AG1 : CC1'. The table shows 'Totals and Averages' and a list of agent groups (Agent Gr1, Agent Gr2, Agent Gr3, Agent Gr4) with their respective metrics.

On the right side of the interface, there is a map of the United States with a red pin indicating a location. Below the map, there is a 'View Alerts' button and a 'Start Time' field showing '16:58:21'.