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Contact Center Advisor and Workforce Advisor Administrator User's Guide

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Genesys Contact Center Advisor and Workforce Advisor Administrator User's Guide

Welcome to the *Genesys Contact Center Advisor and Workforce Advisor Administrator User's Guide*. This document focuses on the use of the features and functions in the Advisors System Administration module. In particular, it is a reference for system administrators responsible for configuring Contact Center Advisor and Workforce Advisor, including configuring applications and contact groups.

The *Contact Center Advisor and Workforce Advisor Administrator User's Guide* is primarily intended for system administration-level users of the Contact Center Advisor and Workforce Advisor modules.

Quick Links to Topics

Role-Based Access for CCAdv/WA

[Role-Based Access Control for Advisors \(Description\)](#)

[CCAdv/WA Access Privileges](#)

Setting up Notification Lists for the Resource Management Console

[Notification Lists](#)

[Notification Templates](#)

Description of CCAdv/WA configuration modes, including examples

CCAdv and WA can share configuration, or be configured as independent applications, depending on the mode you select.

Configuring thresholds to trigger alerts

[Descriptions of thresholds, threshold violations, and alerts](#)

[Configuring Thresholds](#)

Configuration Modes

Alerts and E-Mail Notifications

Working with business objects

Advisors Business Objects

Objects in the Advisors Administration Module

To remove key objects from Advisors configuration, see:

Working with Metric Manager

To create custom metrics, see:

Creating Custom Metrics

Procedures on the *How To...* tab

Metric Groups (description)

Working with Metric Groups

Changing a custom metric's internal name prefix to avoid overwriting custom metrics in the Configuration Server. See the *Changing the Custom Metric Internal Name Prefix* tab.

Field descriptions for the editing window in Metric Manager

Working with filtered source metrics

Adding or Deleting an Application Group

Removing an Application Group from Advisors Configuration

Removing Applications from CCAdv/WA Configuration

Removing Agent Groups from CCAdv/WA Configuration

Removing Contact Groups from WA Configuration