Contact Center Advisor and Workforce Advisor Help

Working with Column Chooser

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Working with Column Chooser

If you see the **Column Chooser** button ( ) on your dashboard's toolbar, then you can open the Column Chooser window. Use the Column Chooser window to choose which metrics to display on your dashboard, and which to hide. For example, your selection of dashboard metrics might be based on the particular aspects of team performance that are most relevant in order to meet specific operational targets. Access to the **Column Chooser** is tied to user roles. In some enterprises, a manager or system administrator will select the metrics for you, in which case you will not have the Column Chooser button.

Only metrics to which you have access are displayed in the **Column Chooser** window (see Role-Based Access and Permissions).

Selecting Time Profile Groups

The **Column Chooser** shows the metrics to which you have access, from all time profile groups. It enables you to select metrics from different time profile groups.

For example, the **Available Metrics** pane shows three entries for AHT (average handle time) for applications, one for each time profile group (Short, Medium, and Long). You can then choose to display one, two, or all three on the dashboard.

Default Columns

When the Column Chooser is launched for the first time, the set of displayed columns has not been configured in a previous session. The list of metrics on the **Selected Metrics** pane, and shown by default on the dashboard, corresponds to the default set of selected metrics configured in the Administration module.

Default Metrics Sort Order

The default sort order of metrics is set by the administrator.

Selecting Metrics for Dashboard Display

In the **Column Chooser** window, use the **Select** drop−down list at the top of the window to choose which set of metrics to display in the **Selected Metrics** pane. (The metrics listed in the **Selected Metrics** pane display on your dashboard.) You can add metrics to, or remove metrics from, this initial list.

Any metric in the **Available Metrics** pane is available for display, but is not currently displayed on the dashboard if there is no check mark beside the metric row. To add an available metric to your dashboard display, place a check mark beside the metric in the **Available Metrics** pane. When you click **Apply**, that metric will be displayed in the **Selected Metrics** list and will be added to your dashboard display.

To help you narrow your search for a specific metric in the **Available Metrics** pane, use the filters at the top of the pane. For example, you can search for metrics by channel, object type, and/or time profile group. To find a list of metrics that start with a specific letter, you can click that letter in the alphabet row, assuming the letter by which you want to filter the list is an active link (that is, there are metrics that begin with that letter in the **Available Metrics** pane). You can also enter some or all of a metric name, or a word in a description, into the **Search** field. This limits the display of metrics in the **Available Metrics** pane to the metric or metrics whose names or description contain your search criterion.

To remove a metric from your dashboard, you simply remove the check mark from that metric row in the **Selected Metrics** or **Available Metrics** pane. When you click **Apply**, that metric will be removed from the **Selected Metrics** pane, the check mark will be removed from that metric row in the **Available Metrics** pane, and the metric will be removed from your dashboard.

For related information, see Working with Metrics Libraries.