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Contact Center Advisor and Workforce Advisor Help

Genesys Contact Center Advisor and Workforce Advisor Help

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Contact Centers Reporting - Contact Centers

Name	Staff...	Talki...	Queue	SL%	SL%
	📞	📞	📞	📞 + 5m	📞 30m
Enterprise Performance	250	138	191	81.2	79.3
▼ Billing_London	158	63	2	78.3	87.8
▼ London	158	63	2	78.3	87.8
CC Billing	107	21	0	100.0	100.0
CC Collections	107	21	1	60.0	71.8
CC Tax	52	43	1	67.2	84.2
▼ Billing_New-York	158	63	2	100.0	98.0
> New York	158	63	2	100.0	98.0
> Billing_Sydney	117	28	2	99.2	83.8
> Billing_Tokyo	107	21	0	100.0	100.0
> Credit_London	9	7	0	N/A	N/A
> Credit_New-York	9	7	0	67.9	74.3
> Credit_Paris	9	7	0	N/A	N/A
> Credit_Sydney					

Alerts

4 Alerts 9 Contact Centers Cycle Expand All

Newest First Search

SL% +5m || Europe > CC Collections > London
Collections_Platinum_London **75.0** (Critical 0.0, Warning 0.0, Rising 0.0, Closed 0.0)
Started: 10:13 AM Duration: 0h 1m

Queue 📞 || Australia > CC Collections > Sydney
Collections_Silver_Sydney **1** (Critical 1, Warning 0, Rising 0, Closed 0)
Started: 10:12 AM Duration: 0h 1m

Applications London / CC Billing

Name	Staff...	Talki...	Queue	SL%	SL%
	📞	📞	📞	📞 + 5m	📞 30m
Billing_Bronze_London	107	21	0	100.0	100.0
Billing_General_London	107	21	0	100.0	100.0
Billing_Platinum_London	2	1	0	100.0	100.0
Billing_Silver_London	N/A	0	0	100.0	100.0

Agent Groups London / CC Billing

Name ↑	Logg...	Talki...	Avail	Wrap	Ready
	📞	📞	📞	📞	📞
Totals and Averages	107	21	68	17	107
General Billing	99	50	49	0	99
High Billing	0	0	0	0	0
Premium Billing	2	2	0	0	2

Contact Center Advisor (CCAdv) and Workforce Advisor (WA) display real-time contact center activity so you can view operations from a central point of reference. For example, if one of your contact centers experienced a sudden drop in service levels for some reason, you would know about it immediately if you were monitoring that in Contact Center Advisor. You choose the business priorities for your enterprise and select the metrics that supervisors and managers will monitor to effectively manage those activities. In addition, you can configure conditions such as thresholds for application and contact group metrics so you receive alerts on the dashboard and designated users are notified in email when there is a problem.

Workforce Advisor complements CCAdv by integrating workforce data (that is, data from certain workforce management systems) to enable the proactive management of agent schedule adherence. For example, WA calculates the deviations between actual and scheduled (*forecast*) metrics such as the amount by which the actual average handle time (AHT) deviates from the forecast AHT or the amount the actual staff deviated from the scheduled staff. For more

information about the metrics available for use with CCAdv and WA, see the [Pulse Advisors Metrics Reference Guide](#).

Viewing CCAdv and WA Dashboards Using a Mobile Device

Starting with Advisors release 9.0, you can view your CCAdv or WA hierarchy and alerts on your mobile device. The Advisors mobile view is designed to be an express service that lets you easily view the **Contact Centers** pane and the **Alerts** pane on any mobile device that has a [supported browser](#). For additional information about the mobile view, see [CCAdv/WA Mobile View Dashboard](#).

Accessibility Interface

The Advisors products include an accessibility interface for users with visual impairment. For more information, see [Accessibility](#).