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Contact Center Advisor and Workforce Advisor Administrator User's Guide

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Welcome to the *Genesys Contact Center Advisor and Workforce Advisor Administrator User's Guide*. Contact Center Advisor (CCAdv) and Workforce Advisor (WA) are part of the Genesys Pulse Advisors product suite.

This document focuses on the use of the features and functions in the Advisors system administration module. The *Contact Center Advisor and Workforce Advisor Administrator User's Guide* is primarily intended for system administration-level users of the CCAdv and WA modules and administrators who configure CCAdv and WA, including configuring applications and contact groups.

This document is valid only for CCAdv and WA 9.0.x releases.