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Contact Center Advisor and Workforce Advisor Help

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5/7/2025

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The screenshot displays the Genesys Contact Center Advisor (CCAdv) and Workforce Advisor (WA) interface. The top navigation bar includes tabs for Advisers, Pulse, Contact Center Advisor, Workforce Advisor, and Administration. The main content area is divided into several sections:

- Contact Centers:** A table showing metrics for various contact centers. The table has columns for Name, Staff, Talk, Queue, SL%, and SL% (30m). The data is as follows:

| Name | Staff | Talk | Queue | SL% | SL% (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 | 9 | 7 | 0 | N/A | N/A |

- Applications:** A table showing metrics for London / CC Billing. The table has columns for Name, Staff, Talk, Queue, SL%, and SL% (30m). The data is as follows:

| Name | Staff | Talk | Queue | SL% | SL% (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 |

- Alerts:** A section showing alerts. The first alert is for SL% +5m for Europe > CC Collections > London, with a value of 75.0. The second alert is for Queue for Australia > CC Collections > Sydney, with a value of 1.

- Agent Groups:** A table showing metrics for London / CC Billing. The table has columns for Name, Logg, Talk, Avail, Wrap, and Ready. The data is as follows:

| Name | Logg | Talk | 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](#).