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Contact Center Advisor and Workforce Advisor Administrator User's Guide

Removing Agent Groups from CCAdv/WA Configuration

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Removing Agent Groups from CCAAdv/WA Configuration

As things change in your enterprise, you might find it necessary to remove certain specific agent groups from your Contact Center Advisor/Workforce Advisor configuration.

The configuration mode that you use for CCAAdv/WA (integrated or independent) determines the impact of removing agent groups from your CCAAdv configuration:

- Using the integrated configuration mode, changes to the CCAAdv agent group configuration are reflected automatically in the configuration of all WA contact groups that are mapped to applications that are, in turn, associated with the agent groups that you deleted (or added). If you use the integrated configuration mode, changes you make to agent group configuration can vary, depending on the order in which you perform the steps required to remove (or to add) agent groups. To ensure you get the results you expect when removing agent groups, use the procedure on this page.
- Using the independent configuration mode, there are no dependencies between the CCAAdv and WA configuration. Removing agent groups from the CCAAdv configuration does not impact WA configuration, and removing agent groups from the WA configuration does not impact CCAAdv configuration.

Related Information

[Removing Applications from CCAAdv/WA Configuration](#)

[Removing Contact Groups from WA Configuration](#)

Procedure Summary

The actions performed in the following procedure remove the agent group only from the Advisors rollup configuration and do not remove the agent group object from the list of objects processed by the Genesys or CISCO Adapter.

To completely stop the processing of a Genesys object and its metrics by Advisors, the object's metadata must be removed from the Object Configuration User's permissions specified in the Advisors installation or from higher levels in the Genesys Configuration Server. All CISCO objects are pulled/processed as long as they are present in the metadata of the CISCO ICM database. Removing an object from the source – that is, from the permissions of the Object Configuration User or from higher levels in the Genesys Configuration Server, or from the metadata in the CISCO ICM database – will stop the processing of the object even if it is not removed from the Advisors rollup configuration.

Procedure: Removing Agent Groups from your CCAdv/WA Configuration

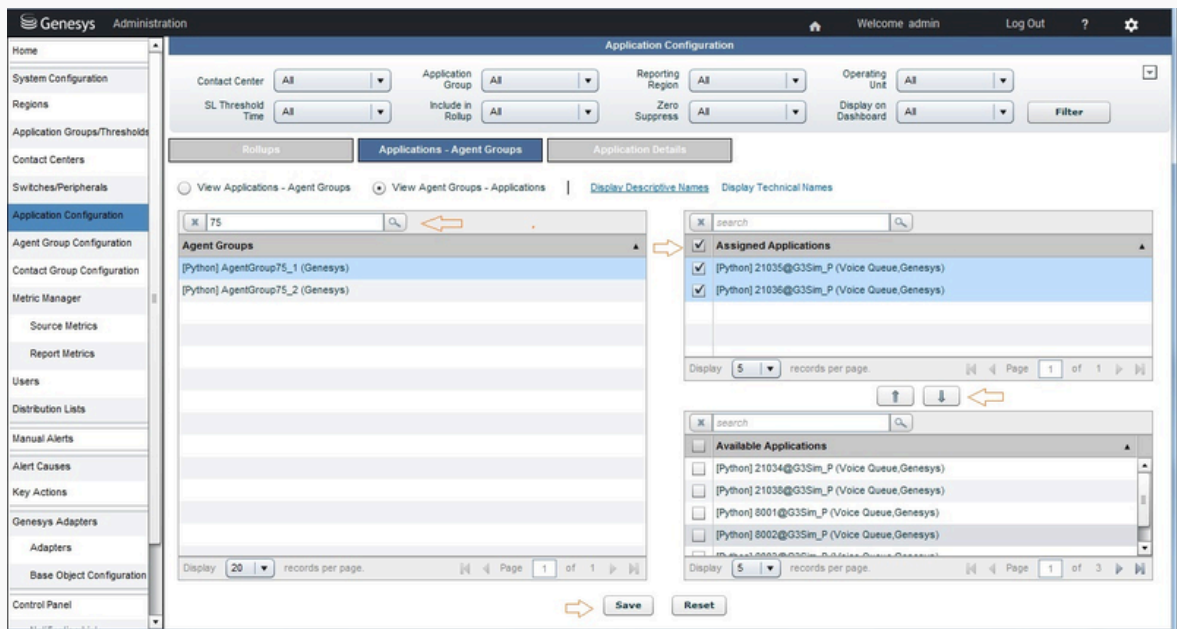
Steps

1. Navigate to the **Application Configuration** page, **Applications-Agent Groups** tab.
2. Locate the agent group that you want to remove.

Select the **View Agent Groups-Applications** radio button and use the **search** field to help you locate the specific agent group.

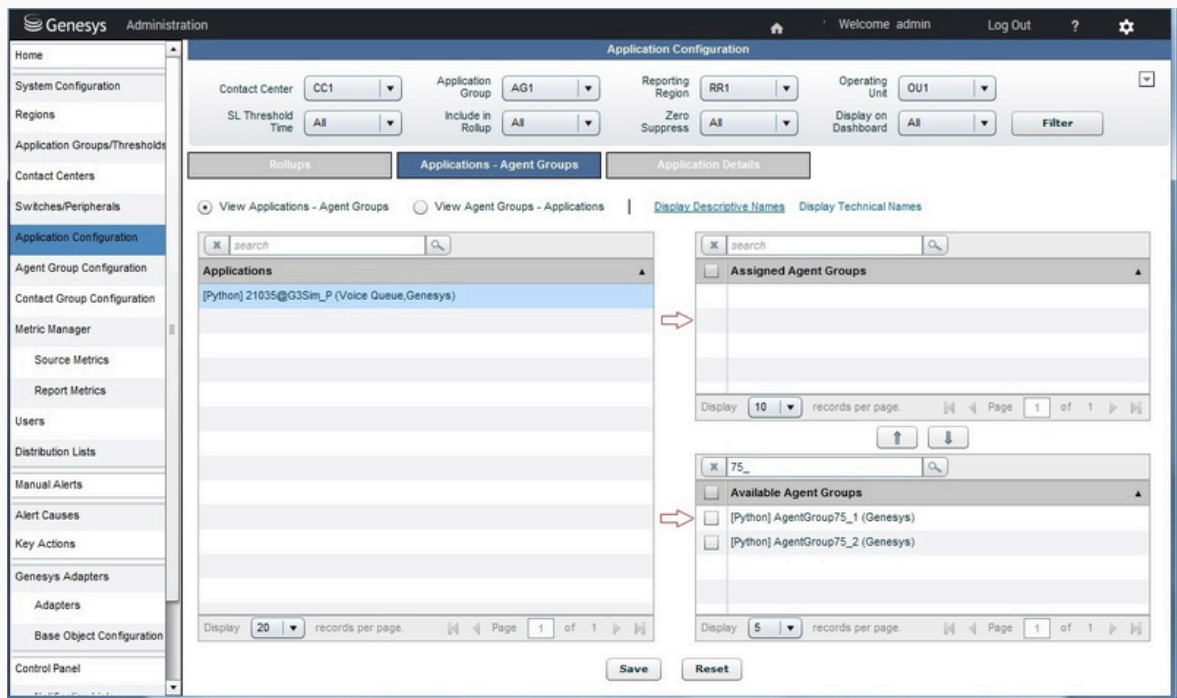
3. Remove all application assignments from the agent group:
 - a. Click the agent group to select it.
All applications that are related to the agent group will display in the **Assigned Applications** pane.
 - b. Select all of the applications in the **Assigned Applications** pane.
 - c. Click the arrow between the panes to move the applications to the **Available Applications** pane.

The following figure demonstrates this action in a sample environment.



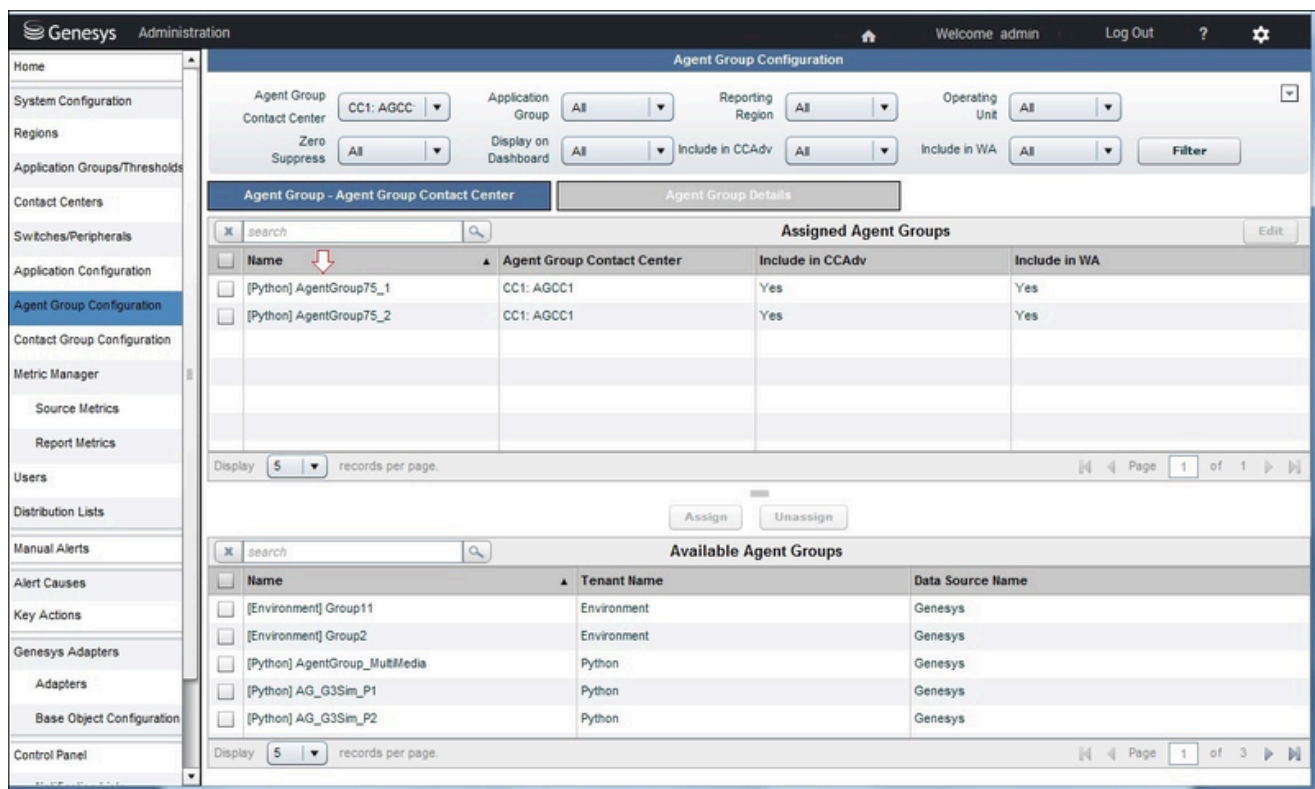
4. Click **Save**.

In the following figure, the **View Applications-Agent Groups** radio button is selected. One of the applications that was removed from the agent group in **Step 3** is selected. This view of that application's configuration shows that the agent group has been moved from the list of *assigned* agent groups to the list of *available* agent groups. The agent group is now removed from the configuration.



Preventing Unplanned Associations between Agent Groups and Applications

Moving an agent group from the **Assigned Agent Groups** pane to the **Available Agent Groups** pane on the **Application Configuration** page, and saving the result, removes all associations that previously existed between a specific application and the agent group, including the associations between the application and the agent group made through agent group contact centers. Removing an application-agent group relationship does not remove the general association between that agent group and agent group contact centers.

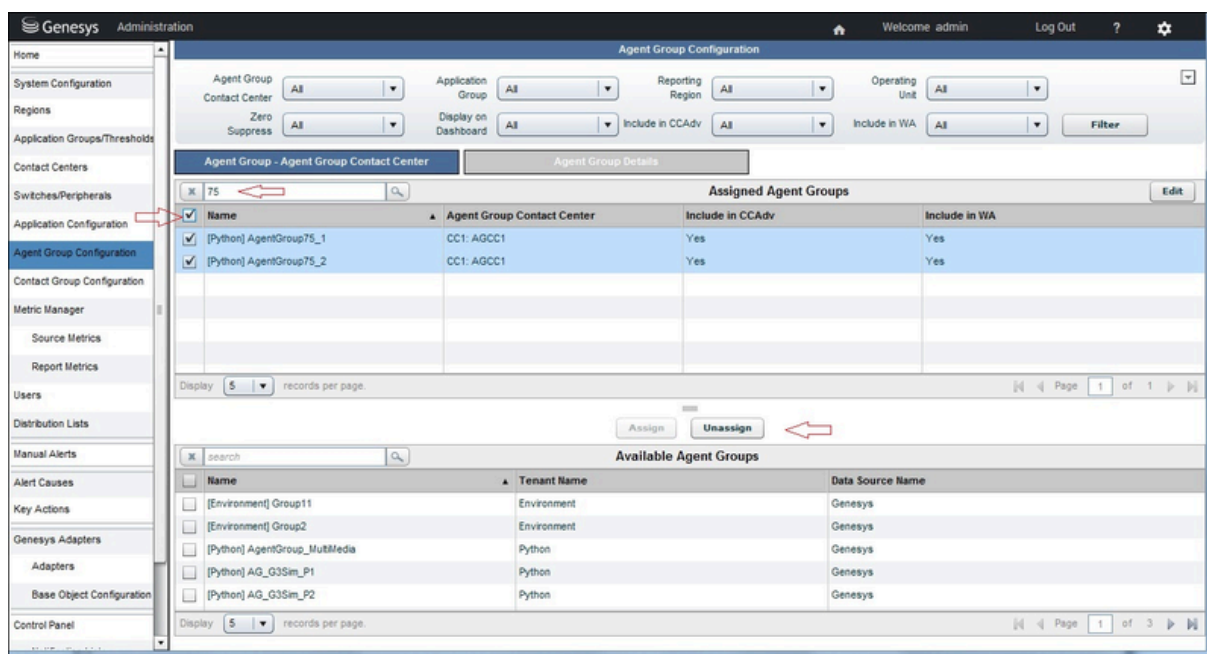


After an application-agent group relationship is removed, be aware that the relationship will be reinstated if the application is later assigned to a network contact center to which the agent group is related through an agent group contact center; in this case, the agent group becomes automatically associated with the application again. This is true for the integrated configuration mode and for the independent configuration mode when the **Include in CCAdv** property is set to Yes.

To prevent the automatic association of the agent group with applications through an agent group contact center to which the agent group is assigned, you can do one of the following:

1. Remove the agent group from the agent group contact center:
 - a. Locate and select each agent group that you want to remove.
 - b. Click **Unassign**.

The following figure demonstrates this procedure.



- If the Advisors application operates in the independent configuration mode, then you also have the option to edit the agent group **Include in CCAdv** property. Set this property to No to prevent the automatic association of this agent group with applications through a related agent group contact center.

Implications of Removing Agent Groups from an Agent Group Contact Center

Unassigning an agent group from an agent group contact center triggers the removal of associations between the agent group and applications if the association existed because of the relationship of both to a specific agent group contact center. This is true for the relationship between agent groups and contact groups, as well. If you remove an agent group from an agent group contact center, then any associations the agent group has with contact groups through that agent group contact center are also removed.

Implications of Restoring Associations Between Agent Groups and Agent Group Contact Centers

Restoring an association between an agent group and an agent group contact center also restores the associations between that agent group and any applications that are associated with that same agent group contact center; however, this is applicable only if the CCAdv application rollup remains configured as it was prior to the removal of the agent group from the agent group contact center.

Restoring the association between the agent group and the agent group contact center also restores the associations between the agent group and any contact groups that are associated with the agent group contact center; however, this is applicable only when all of the following criteria are met:

- a Contact Center Advisor application is configured, which is related to the agent group contact center
- the application remains associated with the contact group
- the agent group was not removed from the Workforce Advisor configuration

Removing an Agent Group Contact Center from Advisors Configuration

You can remove an agent group contact center from the Advisors configuration only after all agent groups and all contact groups are no longer mapped to it. To remove the assignments, you must perform the steps in the following order:

1. Unassign agent groups from applications on the **Application Configuration** page.
2. Check your **distribution lists**. If the agent group contact center is included in a distribution list, then you must remove it.
3. Unassign agent groups from the agent group contact center on the **Agent Group Configuration** page.
4. Unassign contact groups from the agent group contact center on the **Contact Group Configuration** page.
5. See information in **Removing a Contact Center from Advisors Configuration** to remove the agent group contact center.