

# **GENESYS**<sup>®</sup>

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### Contact Center Advisor and Workforce Advisor Administrator User's Guide

**Application Configuration** 

4/7/2025

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### Application Configuration

The **Application Configuration** page is used for configuration of:

- Rollups (or aggregations)
- Associations between applications and agent groups
- Details of applications

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	Display 5 -	records per page.					

#### Application Configuration Page

All CCAdv objects in the Configuration Server, such as queues, agent groups, interaction queues, calling lists, and DN Groups, to which you – the Configuration Server Advisors user – have access, are considered *Base Objects*. Starting with release 9.0, all queues, DN Groups, interaction

queues, and calling lists that are configured in Genesys Configuration Server are available as applications on the **Applications Configuration** page, and all configured agent groups are available for mapping to the Advisors applications. You make changes to the base objects in the Configuration Server. After changes have been made to a base object, you can simply refresh the **Application Configuration** page in the administration module to pull the base object configuration changes into the administration module. A page refresh is also all that is required to pull in newly-configured base objects as available applications, or to remove applications from the list of available applications in cases where the base object was deleted in Configuration Server.

To configure the hierarchy displayed on the Contact Center Advisor (CCAdv) dashboard and to control how applications' metrics are rolled up, you need to create associations between:

- Applications and the business attributes, such as Contact Centers, Application Groups, Reporting Regions, and Operating Units
- Applications and agent groups

After these associations are established, the aggregation structure becomes available for CCAdv and WA rollup engines and for the Advisors dashboard hierarchy presentation mechanism. In the Advisors administration module, the associated applications and agent groups become visible on the **Assigned Applications** and **Assigned Agent Groups** panes of the **Application Configuration** page.

The lists of available applications and agent groups are automatically segmented when there is at least one object segmentation filter configured. Interaction queues and calling lists are excluded from the automatic filter segmentation as statistic filters are not generally applicable for interaction queue and calling list metrics.

There are no direct access permissions to applications or agent groups granted to the Advisors users. The visibility of the applications and agent groups on the dashboards is established through access to the business attributes associated with them. Data relating to or depending on business attributes to which users do not have any access permissions will not be displayed.

Access to Advisors business attributes must be configured by an administrator in the Configuration Server used in the Advisors installation.

The process of configuring applications that originate from different base objects is the same. There are, however, some specifics associated with the properties of the base objects that you must consider:

- Interaction queues and DN Groups are not associated with any specific switch. This means that the technical names of the applications originating from these base objects will not contain any switch name.
- DN Groups are, technically-speaking, aggregations of queues. DN Groups can aggregate queues that come from multiple switches. Genesys recommends that you avoid including both a DN Group and a queue (queues) aggregated by the DN Group in the Advisors rollup.

## Using Advisors Filters Configuration to Segment Objects and Metrics

Starting with release 9.0, the base objects that are available for configuration are automatically separated into one or more of the available object segmentation filters. Previously, the administration module included a **Base Object Configuration** page on which you configured the object-filter assignments.

In your Genesys configuration interface, you configure the filter as an Annex option on the filter attribute value. The Annex of a filter attribute value must contain a mandatory section called **Filter**. In this **Filter** section, you enter an option that defines the filter. Enter the filter expression in the **Option Value** field when you create the filter option. You can also add a **NameFormat** option to the **Filter** section to control the filter's display name for presentation purposes. If not specified, the filter's display name that you specified on the **General** tab.

#### Important

For migrated installations, you must run the migration wizard to move existing filter definitions to the Annex section in Configuration Server. Use the **Reconfigure Advisors Filters Business Attributes** option on the migration wizard.

If you plan to use a certain filter for application or agent group segmentation, then you must add an **ObjectSegmentationFilter** option to the **Filter** section of the corresponding filter in order to see the segmented applications or agent groups on the **Available** panes of the administration module's **Application Configuration** page. Once all applications and queues that need to be segmented with a given filter are configured, Genesys recommends that you remove the **ObjectSegmentationFilter** option from the filter business attribute. The presence or absence of the **ObjectSegmentationFilter** option in the filter business attribute has no impact on already-configured applications or agent groups, but its presence can create unnecessary overhead related to the display of available applications and agent groups in the administration module.

Only filters that include the **ObjectSegmentationFilter** Annex option are available to split applications and agent groups into filter segments. If you have filters that are created solely for the purpose of filtering some of the individual metrics, and not meant for segmenting the whole object, then there is no need to add the **ObjectSegmentationFilter** option on this type of filter. In other words, when the **ObjectSegmentationFilter** option is not included in the **Filter** section, that filter is not considered for object segmentation. Valid values for the **ObjectSegmentationFilter** option are yes/true and no/false.

The following figure shows the **Filter** section configuration for a filter attribute value.

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E	- \Business Attrib	outes\Advisors Filters	Attribute Values							
2	Cancel 🛃 Save & C	lose 🛃 Save 🛃 Save 8	New							
0	Configuration	Options	Permissions							
E	New 🙀 Delete 👱	Export  Import				View:	Advanced View (A	nnex)		~
	Name 🔺			Section	Option	Value				
T	Filter			Filter	Filter	Filter				
	Filter (3 Items)									
	Filter/Filter			Filter	Filter	PairExists("Lang	uage","Spanish")			
	Filter/NameFormat			Filter	NameFormat	Spanish				
	Filter/ObjectSegmen	tationFilter		Filter	ObjectSegmentationFilter	yes				0

#### Propagation of Changes Made to Filter Expressions

Any change that you make to a filter expression in Configuration Server is propagated to the Advisors Platform database immediately. Any new object that is added to the **Rollup** configuration after the change to the filter expression will automatically include the updated filter expression. However, the change to the filter is not immediately applied to the object filter segments that you have already configured. In that case, the changes are applied during the Advisors overnight refresh.

The pages in the Advisors administration module show available applications and agent groups in combination with all filters that have the ObjectSegmentationFilter option set to yes or true.

If you remove the **ObjectSegmentationFilter** option from a filter or setting the value to false/no, only the list of available applications and agent groups that are not yet added to the rollup configuration are impacted. All assigned applications and agent groups that are associated with this filter will remain intact until you manually remove them from assignment.

#### Rollups

The **Rollups** tab allows you to define how information displays, summarizes, expands, and contracts in the **Contact Centers** pane on the dashboard.

You assign a contact center, an application group, and a reporting region or operating unit to an application. These assignments are required for the application to display on the dashboard and to be included in the metric rollup for the specific grouping.

Starting with release 9.0, statistics requests are processed along with the process of configuring applications. In other words, statistics are requested for a Genesys application when the application is assigned to the rollup. The statistics requests for an application close when you remove the application from the application rollup.

You have the option to do bulk configuration of rollup relationships for CCAdv and WA. For information about bulk configuration, see the *Pulse Advisors Deployment Guide*.

#### Filtering the Display of Rollups

You can filter the list of objects in the **Rollups** display.

Filter by business object and other properties using the menus and the **Filter** button at the top of the page.

Filter by object type for a contact center using the check boxes that appear at the top of the **Rollups** tab.

- Voice Queues: For a Genesys data source, select the Voice Queues check box to display the virtual queues, ACD queues, and DN Groups.
- Interaction Queues: For a Genesys data source, select the Interaction Queues check box to display the interaction queues for chat and email.
- Call Types: For a CISCO data source, select the Call Types check box to display the call types.
- Services: For a CISCO data source, select the Services check box to display the services.

#### Sorting the Display of Rollups

To sort the data in the **Rollup** table, click a column heading. The arrow in the down or up position indicates which column is sorted.

Assign and Unassign Applications for Rollup

Procedure:

Steps

- 1. Select Rollups.
- 2. Use the filter buttons at the top of the page to filter the displayed list of records.
- 3. Select one or more applications from the **Available Applications** table by checking their check box(es).
- 4. Click the **Assign** button. The screenshot shows the **Assign Rollups** dialog.

Contraction of the local data and the local data an	na Argent Canadan Angelinanian Installe	
To complete the assignment	process you must select from the following objects.	
Contact Center	Select	
Application Group	Select	
Operating Unit	Select  and/or  Reporting Region  Select	ct
	Assign Cancel	
Tip		
Tip The <b>Assign Rollups</b> dialog doe specified in the filter options. If remaining missing ones need to	es not appear if the required related business attributes were already only some of the mandatory objects are specified, then only the b be specified.	
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#### Edit an Application Rollup

#### Procedure:

#### Steps

- 1. Select Rollups.
- $2. \$  Use the filter buttons at the top of the page to filter the displayed list of records.
- 3. Select an application from **Available Applications** by checking its check box. You can select multiple applications in the same way. The changes you make will apply to all the applications you select. To navigate to the next or previous page, use the page controls.
- 4. Click Edit.
- 5. Use the drop-down lists on the **Edit Rollups** dialog to specify a value for each of the following:
  - Contact Center
  - Application Group
  - SL Threshold Time
  - Zero Suppress
  - Reporting Region
  - Operating Unit
  - SL Threshold Time
  - Include in Rollup
  - Zero Suppress
  - Display on Dashboard

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	Contact Center	No Change 🛛 🔻	Reporting Region	No Change
A	oplication Group	No Change 🛛 🔻	Operating Unit	No Change
SL	Threshold Time	No Change 🛛 🔻	Include in Rollup	No Change
	Zero Suppress	No Change	Display on Dashboard	No Change
idit Rollups page f Include in Rollup is contribute to rolled up	set to No and <b>Dis</b> values, but the ap	Save play on Dashboard is set to Y oplication will still appear in the	Cancel Tes, the application's metrics values wi Applications pane when you select t	ill not the
Edit Rollups page f Include in Rollup is contribute to rolled up appropriate grouping. Genesys recommends s applications in which y pane. The IVR should H there might be a probl handling by the agents	set to No and <b>Dis</b> values, but the ap selecting No for <b>In</b> ou want to display nandle 100% of th em. In this case, in 5.	Save play on Dashboard is set to Y oplication will still appear in the clude in Rollup and Yes for D y IVR performance in the Applic e calls and the performance con ncluding these numbers in the t	Cancel es, the application's metrics values wi Applications pane when you select t isplay on Dashboard only for IVR/VR cations pane, but not in the Contact uld indicate whether or not this is happ rollup would inflate the performance of	ill not the U-related <b>Centers</b> pening or if f call
Edit Rollups page of Include in Rollup is contribute to rolled up appropriate grouping. Genesys recommends s applications in which y pane. The IVR should there might be a probl handling by the agents for the violations trigge Yes for Include in Rol	set to No and <b>Dis</b> values, but the ap selecting No for <b>In</b> ou want to display nandle 100% of the em. In this case, in s. ered by threshold in <b>llup</b> .	Save play on Dashboard is set to Y oplication will still appear in the clude in Rollup and Yes for D / IVR performance in the Applic e calls and the performance con ncluding these numbers in the r rules on an application's metric	Cancel es, the application's metrics values wi Applications pane when you select to isplay on Dashboard only for IVR/VR cations pane, but not in the Contact Jud indicate whether or not this is happ rollup would inflate the performance of s to display on the dashboard, you mu	III not the U-related <b>Centers</b> bening or if f call ust select

#### Applications – Agent Groups tab

For agent groups to display on the dashboard, the application-to-agent group relationship must be created.

The **Applications-Agent Groups** tab allows you to maintain the associations between applications and agent groups. The screenshot shows the **Applications - Agent Groups** tab.

Rollups	Applications - Agent Groups		Application Details	
<ul> <li>View Applications - Agent Groups</li> </ul>	View Agent Groups - Applications	s	<u>Display Descriptive Names</u> Disp	olay Technical Names
x search	٩.		x search	٩
Applications	*		Assigned Agent Grou	ips
12345 (Call Type, felix_awdb)		-		
238_Double_Dip (Call Type, felix_awdb)	)			
399 (Call Type, I felix_awdb)				
8005552628(Call Type, felix_awdb)			Display 5 🔽 records	perpage. 🚺 🖣
8005552356 (Call Type, felix_awdb)		-		
8005557289(Call Type, felix_awdb)			x search	٩
8003700539 (Call Type,fedex_awdb)			Available Agent Group	ps
8004043857 (Call Type,fadax_awdb)				
8004685754_Spanish_Ground (Call Type				
8005030730 (Call Type,fedex_awdo)		•		
Display 20 💌 records per page.	. 🕅 🖣 Page 📘 of 334	▶	Display 5 vecords	perpage. 🚺 🖣
	Sa	ve	Reset	

Configuration Server Business Attributes—Individual Objects

You can opt to display either descriptive or technical names of objects by clicking the **Display Descriptive Names** or **Display Technical Names** link.

To see the agent groups available to assign to an application, and those already assigned to it, select the application.

Only the agent groups from the same external data source display for the selected application.

You can reverse the order of display by selecting the relevant radio button. When the agent groups display in the left-most pane, select an agent group to see the applications available to assign to the agent group, and those already assigned to it.

EXEMP Starting with release 9.0, agent groups can be associated only with applications that are

currently configured in the rollups. Statistics are requested for an agent group as soon as the agent group is assigned to a configured application. If an agent group is mapped to only one application, then the statistics requests are closed for that agent group as soon as you remove the relationship between it and the application. If you remove an application from the rollup before first removing the mapping between it and agent groups, then statistics requests are closed during the nightly update for each agent group that was mapped to that application and which is not mapped to any other application.

#### Maintaining Applications-Agent Groups Assignments

Multiple edits are not available for assigning lists of agent groups to lists of applications in the administration module. You must edit individual applications to associate with a list of agent groups, or individual agent groups to associate with a list of applications.

Procedure:

Steps

- 1. Select the **Applications-Agent Groups** tab.
- 2. Select an application or agent group from the left panel. This displays the already assigned applications or agent groups in the **Assigned** panel on the right. Applications or agent groups that are available for assignment appear in the **Available** panel.
- 3. To move an object between the **Available** and **Assigned** panels, check its check box and click either the up or down arrow between the two panels.
- 4. Click Save.

#### Application Details

You use the **Application Details** tab to maintain all the details of an application other than its technical name. The screenshot shows the **Application Details** tab.

						Application Cor	nfiguration	
ontact Center	All		Application Group	All	•	Reporting Region	All	
SL Threshold Time	All		Include in Rollup	All		Zero Suppress	All	
				5				
Rolluj	Applica	tions - Agent Gro	ups App	lication Details				
X 303	irch	۹.			1	Assigned App	lications	
Name		Descriptive Nar	ne		SL Threshold Ti	me		Include in R
[defaultTe	nant] 19700@OXE					20 sec	•	
(defaultTe	nant] 20001@Meridian					20 sec	•	
(defaultTe	nant] 4001@SIP_One					20 sec	•	
(defaultTe	nant] 4002@SIP_One					20 sec	•	
(defaultTe	mant] 4101@SIP_Two					20 sec	•	
[defaultTe	nant] 7000@LucentG3					20 sec	•	
(defaultTe	nant] 7001@LucentG3					20 sec	•	
[defaultTe	nant] Calling List Lucent					20 sec	*	
(defaultTe	nant] Calling List Meridian (6.5					20 sec	*	
[defaultTe	nant] Calling List Sip DR					20 sec	×	
- IdefaultTe	nantl CallinoListVCB					20 sec 1	*	
[defaultTe	nanti DNGroup1					20 640	-	
MefaultTa	nanti MuCallinol ist					20 800	•	
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(defaultTe	nant] VQ_PI_RET_Callbacks					20 sec	•	
MyInterac	tionQueue					20 sec	Ŧ	
Display	25 v records per page.							
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X Se	arch	4				Available Appl	lications	
Name		A Object	Туре	Data S	Source Name	Ge	enesys Switch	
[defaultTe	nant] 1@Switch4_Renamed2	Voice 0	Queue	Gene	sys	S	witch4_Renamed2	
[defaultTe	nant] 20002@Meridian	Voice 0	Queue	Gene	sys	М	feridian	
(defaultTe	nant] 4102@SIP_Two	Voice 0	lueue	Gene	sys	S	IP_Two	
(defaultTe	nant] 7002@LucentG3	Voice 0	Queue	Gene	sys	L	ucentG3	
[defaultTe	nant] 7003@LucentG3	Voice 0	avene	Gene	sys	L	ucentG3	

Application Details tab

#### Maintaining application details

Procedure: Steps 1. Click the Application Details tab. 2. Edit the details as follows: • **Descriptive Name**: Descriptive names display on the dashboard. Hovering over the descriptive name displays the technical name. • SL Threshold Time: Applicable only to ACD queues, virtual queues and DN Groups, Select a value from the drop-down list. The list of available SL threshold times is predefined. To add additional entries to this list, new entries can be added to the Platform database table SL THRESHOLD. • **Include in Rollup**: Check the box to include the application in rollups. In addition to this setting, the application must be *configured*, which means that it must be related to a contact center, application group, reporting region, and/or operating unit. See *Edit an Application Rollup* for further information on this option. • Zero Suppress: Check the box to zero-suppress the application. (See Zero Suppression.) • **Display on Dashboard**: Check the box to display the application on the user dashboard. In addition to this setting, the application must be *configured*, which means it must be related to a contact center, application group, reporting region, and/or operating unit. See *Edit an Application Rollup* for further information on this option. 3. Click Save.

### Application SL Threshold Time Setting Can Override the Time Range Setting

The **SL Threshold Time** set on the **Application Configuration** page overrides the **Time Range** setting at the application level for the default (out-of-box) Service Level metrics. The override is not applicable to custom Service Level metrics created for use in your enterprise. The Figure below shows the **Time Range** setting in the Report Metric Manager.

[			
Notification Mode	Change Based 🛛 🔻 🔻	Insensitivity	0
Notification Frequency	0	Exclude Base Object Filter	
Time Range Lower Bound	0	Time Range Upper Bound	20

Time Range Setting for Report Metrics

For information about changing the default Service Level threshold, see Change the Default Service Level Threshold Setting, which includes the list of default Service Level metrics.

# Application-Agent Group Relationships Configuration and the CCAdv Dashboard

Certain specific dashboard functionality is activated when you configure relationships between:

- agent groups and applications
- applications and application groups or applications and contact centers

An application-agent group relationship is created when you assign an agent group to an application.

An application group-agent group relationship is created when you:

- Assign an agent group to an application that is related to an application group.
- Assign an application group to an application that is related to an agent group.

To delete an application-agent group relationship, remove the agent group from the application.

To delete an application group-agent group relationship, do one of the following:

- Remove the application group from all applications that are related to the agent group.
- Remove the relationship between the agent group and all applications that are related to the application group.

An agent group-contact center relationship is created when you:

- Assign an agent group to an application that is related to a contact center.
- Assign a contact center to an application that is related to an agent group.

To delete an agent group-contact center relationship, do one of the following:

- Remove the contact center from all applications that are related to the agent group.
- Remove the relationship between the agent group and all applications that are related to the contact center.

When you change object relationships as described above, there will be a delay in the presentation of the new relationships on the CCAdv dashboard. The CCAdv server checks for updates to this type of information only once each day, overnight. Until then, you will observe some inconsistencies in object relationships on the CCAdv dashboard. See the troubleshooting section, below, to find the sorts of inconsistencies that you can expect to see. Note, however, that there is no such delay related to metrics consistency when you update relationships as described above. Once the relationships are changed, the metric values that depend on the new relationships are correctly derived and displayed within a reasonable period of time.

#### Dashboard Functionality Dependent on Application-Agent Group Relationships

One of the features of the Contact Center Advisor dashboard is the ability to highlight relationships between objects. For example, selecting an application in the **Applications** pane should highlight, in the **Agent Groups** pane, the agent groups that are associated with that application. It is very important to correctly configure object relationships for the Advisors applications. Incorrect configuration of relationships in the administration module results in incorrect relationships on the users' dashboards.

Highlighting agent groups when applications are selected, and vice versa

Name	Staffed	Talking	Queue
Time Interval	ت	۷_⊕	€⊕
[defaultTenant] 7014@Lucent	20	12	7
[defaultTenant] 7015@Lucent	30	16	0
[defaultTenant] 7016@Lucent	20	10	8
[defaultTenant] 7017@Lucent	20	15	4

Agent Groups Application Group 1 / Network Other Contact Center 1

Name	Agent Gro	LoggedOn	Talking
Time Interval		٩	ت ال
Totals and Averages		90	53
[defaultTenant] Group4		10	6
[defaultTenant] Group5		10	5
[defaultTenant] Team4		10	6
[defaultTenant] Team5		20	11
[defaultTenant] Team6		20	10
[defaultTenant] Team7		20	15

Configuring correct relationships between applications and agent groups in the Advisors administration module supports the following dashboard functionality: when a user selects an application, the dashboard highlights the associated agent groups.

In the screenshot, you can see that selecting application 7014 in the **Applications** pane highlights the Group4 and Team4 agent groups in the **Agent Groups** pane on the CCAdv dashboard.

The reverse is also supported. When a user selects an agent group in the **Agent Groups** pane on the CCAdv dashboard, the dashboard highlights the associated application in the **Applications** pane.

Г

In the following sample screenshot, selecting the Team4 agent group highlights application 7014 in the **Applications** pane. This indicates that Team4 is associated with the 7014 application.

Applications Application	Group 1 / Netw	ork Other Contact C	Center 1
Name	Staffed	Talking	Queue
Time Interval	ب	€ ⊕	€_⊕
[defaultTenant] 7014@Lucent	20	12	7
[defaultTenant] 7015@Lucent	30	16	0
[defaultTenant] 7016@Lucent	20	10	8
[defaultTenant] 7017@Lucent	20	15	4

Agent Groups Application Group 1 / Network Other Contact Center 1

- E ||

Agent Gro	LoggedOn	Talking
	٩	€⊕
	90	53
	10	6
	10	5
	10	6
	20	11
	20	10
	20	15
	Agent Gro	Agent Gro       LoggedOn         ●       ●         90       10         10       10         20       20         20       20

Highlighting objects on the Contact Centers Pane

Time Interval		Time Interval
Enterprise Performance		Enterprise Performance
<ul> <li>Reporting Region 1</li> </ul>	–Level 1 –	<ul> <li>Reporting Region 1</li> </ul>
<ul> <li>Application Group 1</li> </ul>	-Level 2 -	<ul> <li>Network Other Contact C.</li> </ul>

Configuring relationships between application groups and agent groups in the Advisors administration module determines which agent groups display in the **Agent Groups** pane when a user selects any kind of object at level 3 or level 2 in the **Contact Centers** pane. The screenshot shows the CCAdv **Contact Centers** pane, and identifies what we mean by levels 1, 2, and 3 in the hierarchy.

The type of objects that display at each level of the hierarchy is dependent on the hierarchical grouping that you selected at the top of the **Contact Centers** pane. The screenshot shows the

Reporting - Application Groups

hierarchical grouping on the left and the

Reporting - Contact Centers

hierarchical grouping on the right.

When a user selects an object of any kind at either level 3 or level 2 in the **Contact Centers** pane, the dashboard displays the agent groups and their related applications that are associated with the selected contact center and application group.

Note that all applications that belong to the selected contact center and application group are shown; the relationship to the level 1 grouping is ignored. For example, let's say that five applications are assigned to the same contact center, application group, and operating unit. Two of them are associated with Reporting Region 2 and the rest are associated with Reporting Region 1.

Nam	ie 🔺	Descriptive Name	Contact Center	Application Group	Reporting Region	Operating Unit
[defa	aultTenant] 7014@LucentG3		Network Other Contact Center 2	Application Group 2	Reporting Region 1	Operating Unit 1
[defa	aultTenant] 7015@LucentG3		Network Other Contact Center 2	Application Group 2	Reporting Region 1	Operating Unit 1
[defa	aultTenant] 7016@LucentG3		Network Other Contact Center 2	Application Group 2	Reporting Region 1	Operating Unit 1
[defa	aultTenant] 7018@LucentG3		Network Other Contact Center 2	Application Group 2	Reporting Region 2	Operating Unit 1
[defa	aultTenant] 7019@LucentG3		Network Other Contact Center 2	Application Group 2	Reporting Region 2	Operating Unit 1

When the user selects Application Group 2 under either Reporting Region 1 or Reporting Region 2, the **Applications** pane shows, in both cases, all applications that belong to Application Group 2 and the related contact center.

Name	S	Staffed	Talking	Queue	Name		Staffed	Talking	Queue
Time Interval	•	C (Đ	د_⊕	€ ⊕	Time Interval		€ ⊕	€⊕	€⊕
Enterprise Performance	1	10	64	23	Enterprise Performance		110	64	23
<ul> <li>Reporting Region 1</li> </ul>	7	70	38	15	<ul> <li>Reporting Region 1</li> </ul>		70	38	15
✓ Network Other Contact Center	r 2 7	70	38	15	<ul> <li>Network Other Contact Cent</li> </ul>	er 2	70	38	15
Application Group 2	7	70	38	15	Application Group 2		70	38	15
<ul> <li>Reporting Region 2</li> </ul>	4	40	26	8	<ul> <li>Reporting Region 2</li> </ul>		40	26	8
✓ Network Other Contact Center	r2 4	10	26	8	<ul> <li>Network Other Contact Cent</li> </ul>	er 2	40	26	8
Application Group 2	4	10	26	8	Application Group 2		40	26	8
	4						(		
√ame	ę	Staffed	Talking	Queue	Name		Staffed	Talking	Queue
Time Interval	•	<b>€</b> ⊕	د.⊕	€.⊕	Time Interval		د.⊕	€.⊕	€⊕
[defaultTenant] 7014@LucentG3	2	20	12	7	[defaultTenant] 7014@LucentG3		20	12	7
[defaultTenant] 7015@LucentG3	3	30	16	0	[defaultTenant] 7015@LucentG3		30	16	0
[defaultTenant] 7016@LucentG3	2	20	10	8	[defaultTenant] 7016@LucentG3		20	10	8
[defaultTenant] 7018@LucentG3	2	20	14	2	[defaultTenant] 7018@LucentG3		20	14	2
[defaultTenant] 7019@LucentG3	2	20	12	6	[defaultTenant] 7019@LucentG3		20	12	6
	4						(		
Agopt Croups Networks	ther Contact Center	r 2 / Application	Group 2		_				
ADEDITION NETWORK G							Anno C. C. Annu King at in	n Group 2	
Agent Groups Network C					Agent Groups Network	Other Contact Cen	ter 2 / Applicatio	n oroup 2	
Agent Groups Network C	Agent Gro	LoggedOn	Talking	Avail	X Agent Groups Network	Other Contact Cen Agent Gro	LoggedOn	Talking	Ava
Agent Groups network ( lame ime Interval	Agent Gro	LoggedOn	Talking	Avail (Đ	Agent Groups Network Name Time Interval	Other Contact Cen Agent Gro	LoggedOn	Talking	Ava
Agent Groups wetwork t	Agent Gro	LoggedOn	Talking	Avail	Xmm         Name           Time Interval         Totals and Averages	Other Contact Cen Agent Gro	LoggedOn	Talking	Ava
Agent Groups wetwork C lame fime Interval fotals and Averages default lenantj Groups default Jenantj Groups	Agent Gro	LoggedOn	Talking ••••••••••••••••••••••••••••••••••••	Avail	Agent Groups Network      Name      Time Interval      Totals and Averages      IdefaultTenantl Group4	Agent Gro	LoggedOn () 110 10	Talking C (2) 64 6	Ava
Agent Groups wetwork c	Agent Gro	LoggedOn (*) 110 10 20	Talking <b>C</b> (D) 64 5 6 11	Avail () 3 U 0	Agent Groups Network      Name      Time Interval      Totals and Averages      [defaultTenant] Group4      [defaultTenant] Group5	Other Contact Cen	LoggedOn () 110 10 10	Talking <b>L</b> (2)           64           6           5	Ava () 3 1
Name  Fime Interval  Fotals and Averages  [defaultTenant] Team4  [defaultTenant] Team5  [defaultTenant] Team6	Agent Gro	LoggedOn () 110 10 20 20	Talking <b>C</b> (2) 64 5 6 11 10	Avail (2) 3 0 0 0 2	Agent Groups Network      Name      Time Interval      Totals and Averages      [defaultTenant] Group4      [defaultTenant] Group5      [defaultTenant] Team4	Agent Gro	LoggedOn () 110 10 10 10	Talking <b>C</b> (2) 64 6 5 6	Ava (•) 3 1 0 0
Agent Groups Network C Name Time Interval Totals and Averages [default Tenant] Groups [defaultTenant] Team5 [defaultTenant] Team6 [defaultTenant] Team8	Agent Gro	LoggedOn () 110 10 20 20 20 20	Talking <b>C</b> (2) 64 5 6 11 10 14	Avail (2) 3 0 0 0 2 0	Agent Groups Network      Name      Time Interval      Totals and Averages      [defaultTenant] Group4      [defaultTenant] Group5      [defaultTenant] Team4      [defaultTenant] Team5	Other Contact Cen	LoggedOn  C  110  10  10  20	Talking           •         •      <	Ava 3 1 0 0

#### Inconsistencies in Object Relationships on the CCAdv Dashboard

This section describes an object relationship display issue that dashboard users might experience, and provides information about the possible causes.

Issue

An agent group displays in the **Agent Groups** pane when the dashboard user selects an object on level 2 in the hierarchy (Figure 1, below), but does not display when that user selects the related object on level 3 in the hierarchy (Figure 2).

Contact Centers			Contact Centers		
Name		Staffed	Name		Staffed
Time Interval		<b>د</b> ⊕	Time Interval		€⊕
Enterprise Performance		130	Enterprise Performance	2	130
<ul> <li>Geographic Region 1</li> </ul>		130	<ul> <li>Geographic Region 1</li> </ul>	-	130
<ul> <li>Network Other Contact Center</li> </ul>	er 1	110	<ul> <li>Network Other Contact</li> </ul>	ct Center 1	110
Application Group 1		90	Application Group 1		90
Application Group 2		20	Application Group 2	2	20
<ul> <li>Network Other Contact Center</li> </ul>	er 2	20	<ul> <li>Network Other Contact</li> </ul>	ct Center 2	20
Application Group 2		20	Application Group 2		20
Applications Network Ot	her Contact Center	2	Applications Netw	work Other Contact Center	er 2 / Appl
Applications Network Ot Name	her Contact Center	2 Staffed	Applications Netwood Name	work Other Contact Cente	er 2 / Appl Staffed
Applications Network Ot Name Time Interval	her Contact Center	2 Staffed	Applications Netwood Name	work Other Contact Cente	er 2 / Appl Staffed
Applications Network Ot Name Time Interval [defaultTenant] 7019@LucentG3	her Contact Center	2 Staffed C () 20	Applications Network Name Time Interval [defaultTenant] 7019@Luc	work Other Contact Center	er 2 / Appl Staffed C () 20
Applications Network Ot Name Time Interval [defaultTenant] 7019@LucentG3	ther Contact Center	2 Staffed ℃ ④ 20	Applications Network Name Time Interval [defaultTenant] 7019@Lucc	work Other Contact Cente centG3 etwork Other Contact Cen	er 2 / Appl Staffed 20
Applications Network Ot Name Time Interval [defaultTenant] 7019@LucentG3	ther Contact Center	2 Staffed 20 er 2 LoggedOn	Applications Network Name Time Interval [defaultTenant] 7019@Lucc	work Other Contact Cente centG3 etwork Other Contact Cente Agent Gro	er 2 / Appl Staffed 20 4 Inter 2 / Ap
Applications Network Ot Name Time Interval [defaultTenant] 7019@LucentG3	ther Contact Center	2 Staffed 20 er 2 LoggedOn	Applications Network Name Time Interval [defaultTenant] 7019@Lucc  Agent Groups Network Name Time Interval	etwork Other Contact Center etwork Other Contact Center Agent Gro	er 2 / Appl Staffed 20 4 Inter 2 / Ap Logg
Applications Network Ot Name Time Interval [defaultTenant] 7019@LucentG3 Agent Groups Network Ot Name Time Interval Time Interval	ther Contact Center	2 Staffed C () 20 er 2 LoggedOn () 20 20	Applications Network Name Time Interval [defaultTenant] 7019@Lucce  Agent Groups Network Name Time Interval Totals and Averages	etwork Other Contact Center etwork Other Contact Center Agent Gro	er 2 / Appl Staffed 20 4 nter 2 / Ap Logg (D) 20

Figure 1

Figure 2

#### **Possible Causes**

• Inconsistent agent group display that is related to object selection in the CCAdv **Hierarchy** pane is a temporary state that can occur after a change in application-agent group relationships. When this is the cause, the inconsistency will go away during the overnight data update. If you do not want to wait overnight to see consistent results on the dashboard, and an application restart is allowed, then you – or an administrator with sufficient permissions – can restart the CCAdv XML Generator. The restart will reconcile all CCAdv dashboard presentation views based on the latest application-agent group relationship configuration. Note, however, that there is no such delay related to metrics consistency when you update the relationships. Once the relationships are changed, the metric values that depend on the new relationships are correctly derived and displayed within a reasonable period of time without

any component restart or nightly update. For more information about Application-agent group relationships and their configuration, see Application-Agent Group Relationships Configuration and the CCAdv Dashboard, above.

• The primary CCAdv XML Generator application stopped running, and the backup application has taken over processing. The agent groups will be displayed for the object at level 3 in the hierarchy when the backup XML Generator reads the relationships during the overnight refresh.