Contact Center Advisor and Workforce Advisor Administrator User's Guide

Configuring Contact Centers

12/19/2025

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The **Contact Centers** page allows you to update contact centers. Multiple steps are required for contact centers to display on the dashboard.

There are three types of contact centers:

- Site: A location-based contact center.
- Network: A contact center for which an exact physical location cannot be specified. A network contact center can be divided into smaller units that represent one or more agent groups from the set of all agent groups belonging to the network contact center. Each such subset of agent groups is called an agent group contact center. In this case, the network contact center becomes a parent of one or more agent group contact centers.
- Agent group: A subset of agent groups from the set of all agent groups belonging to a network contact center.

Genesys recommends adding only one network contact center, and then adding agent group contact centers to see a more granular view of your data. Because an agent group contact center can only be assigned to one network contact center, if more than one network contact center is created, you must add a second agent group contact center for each physical location.

NEW Starting with release 9.0, contact centers registered in the Configuration Server and not yet present in Advisors configuration are automatically configured as Network/Other active contact centers.

Consider the following:

- If there is more than one geographic region registered in the Genesys Configuration Server Business Attribute section, then all new automatically-configured contact centers are associated with a geographic region placeholder called `Unknown`. If you plan to use such contact centers in CCAdv or WA configuration, then you must manually specify the correct geographic region for each of them.
- If a contact center needs to be of a different type (for example, Site/Service), then you must remove it from the Advisors configuration and recreate it manually with the desired type.
- A contact center that is automatically added will be assigned the default value for opening time (`00:00`) and the default value for closing time (`23:59`). If you need to change those values, then you must adjust them manually.
- A contact center that is automatically added and that has a name that does not match any geographic location in the list of time zones will be assigned a time zone that has the offset that matches the local time zone offset. The automatically-chosen time zone will have a correct offset, but might not necessarily represent the exact location because there can be more than one time zone with the same offset. If a geographic location that matches the contact center name is found in the time zone list, then the time zone associated with that geographic location will be assigned to the contact center.
- An administrator can adjust the time zone property at any time. It is important to adjust this property in accordance with the actual contact center time zone if the open and close times are different than the default values (`00:00/23:59`).

To receive email about alerts concerning a contact center, the contact center must be assigned to at least one distribution list on the **Distribution Lists** page. Users in the distribution list(s) must have access to that contact center.

Procedure: Configure a Contact Center

Steps

1. On the navigation bar, select the **Contact Centers** page.
2. Select the contact center that you want to configure.
3. Select the time zone from the drop-down list.
4. To specify the hours of business operation, type the open and close times within the selected time zone.
   The format is hh:mm.
   The open and closed times represent the official time for active data analysis.
   During non-operational hours, summaries that draw data from the contact centers (such as regional or application summaries) are calculated without that data. During non-operational hours, the contact center is hidden from the CCAdv contact centers pane and from the WA contact centers pane.
5. To activate the contact center, click `Yes` for the **Active** button.
   Selecting `No` deactivates the contact center and prevents it from displaying on the dashboard, which means you can set it up in advance.
6. Select the geographic region for the contact center from the drop-down list.
7. Enter the type of the contact center: `Site` or `Network`. This cannot be changed subsequently.
8. Choose the data source for the contact center. This cannot be changed subsequently. In the **Data Source** field, values are:
   - `Service`: for site contact centers
   - `Other`: for network contact centers
     The value `Other` represents voice queues, interaction queues, calling lists, and call types.
9. To specify when a contact center displays and ceases to display, click the Calendar icons and select the **Effective Date** and the **Expiration Date**. The expiration date is optional.
10. For a network-type contact center, enter the agent-group contact centers with which it will be associated by clicking the plus icon beside the list of agent group contact centers.
11. To save the contact center, click **Save**.
    A confirmation message displays and the contact center displays in the list.

Important

Use of the **Map Location** option to specify the location of the contact center is not supported in Advisors release 9.0.0. You can enter latitude and longitude values for a contact center, but those values do not affect dashboard functionality.