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Contact Center Advisor and Workforce Advisor Administrator User's Guide

Switches and Peripherals

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Switches and Peripherals

A switch/peripheral is a communications interface between a call distributor and call router.

The following screenshot shows the **Switches/Peripherals** page in the Administration module.

Switches/Peripherals

search

Name	Assigned Contact Centers	Active
IxnSwitch		Yes
K-Worker		Yes
K-Worker Generic		Yes
LucentG3		Yes
Meridian		Yes

Display 5 records per page.

Details

Assigned Contact Centers

Active Yes

Save Reset

Switches/Peripherals Page

The **Switches/Peripherals** page displays both Cisco TDM logical interface controllers and Genesys switches.

Switches and peripherals are added automatically to Advisors when you run Contact Center Advisor XML Generator.

The **Switches/Peripherals** page allows you to make a switch or peripheral active or inactive as far as Advisors is concerned. This setting doesn't have any effect on the switch or peripheral.

Applications and agent groups related to the inactive switches/peripherals will not be used by Contact Center Advisor or Workforce Advisor and **NEW** (in release 9.0) will not be visible on the **Available Applications** pane of the **Rollups** tab, **Application Configuration** page. You can use

this feature to reduce the number of visible available applications and make the pages load faster while configuring or viewing applications in environments that have a large number of base objects and switches.

The page also shows the contact centers related to the switch. An administrator assigns a switch/peripheral to a contact center indirectly. The assignment happens when a user assigns an application to a contact center. If the application belongs to a switch/peripheral, the contact center appears on the **Switches/Peripherals** page as related to the corresponding switch/peripheral.

Procedure: Activate Switches and Peripherals

Steps

1. To make a switch or peripheral active or inactive:
 - a. Select from the list, or search and select, to display the details of a switch/peripheral.
 - b. Select Yes to activate the switch or peripheral, or No to make it inactive.
2. Click the **Save** button.

A confirmation message displays and the assignment and active status displays in the list.