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Contact Center Advisor and Workforce Advisor Help

Contact Center Advisor: Applications and Agent Groups Panes

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In addition to what is described in the [Viewing Contact Center Data](#) topic, there are other ways to view data on the **Applications** and **Agent Groups** panes that are specific to these panes.

Time Profile Values on the Agent Groups Pane

For out-of-the-box agent group metrics, the **Agent Groups** pane displays values for one time profile. However, for historical agent group metrics, the **Agent Groups** pane can display up to three time periods. It displays metric values for **Point-in-time** metrics (that is, values that do not describe a duration in time) if the time profile group to which Point-in-time metrics are assigned is also displayed.

An administrator chooses which time profile all users see on the **Agent Groups** pane.

If you select a time profile button above the **Contact Centers** pane and it is the same as the administrator's choice, then the **Agent Groups** pane displays the values for that profile. The pane displays those from the full list of agent group metrics that are selected in the column chooser. If you select a time profile that differs from that set by the Administrator, the pane shows no metrics.

If you clear the time profile button that is the same as the administrator's choice, then the **Agent Groups** pane displays no metrics.

Effect of Zero Suppression

An administrator can choose not to display a base object on the dashboard if certain metric values are zero.

An application is hidden if:

- It is from a Genesys external source, and the following metrics' values are zero:
 - calls offered
 - calls handled
 - e-mail messages offered
 - e-mail messages processed
 - chat interactions offered
 - chat interactions processed.
- It is from a CISCO external source, and the following metrics' values are zero:

- calls offered
- calls handled

An agent group is hidden if:

- It is from a Genesys external source, and the following metrics' values are zero:
 - logged in agents
 - calls offered
 - calls handled
 - e-mail messages offered
 - e-mail messages processed
 - chat interactions offered
 - chat interactions processed.
- It is from a CISCO external source, and the following metrics' values are zero:
 - logged in agents
 - calls offered
 - calls handled

In addition, the administrator can set CCAdv never to display certain applications or agent groups on the dashboard.