Contact Center Advisor and Workforce Advisor Help

Selecting Part of the Data in the Metric Graphing Window

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The **Timeline Slider** bar at the bottom of the **Metric Graphing** window represents the total set of data available. You can select part of that total data set for display in the main graph.

- To change the width of the **Timeline Slider,** click one of the **Time Interval** buttons or drag the left or right side of the **Timeline Slider**.

If you drag one or both sides of the **Timeline Slider** to reduce the length of the time interval you are viewing in the graph, you can place your cursor within the highlighted area of the **Timeline Slider** and drag to move the selected interval back or ahead in time within the graph.

The time profiles determine the duration for which Advisors displays metric data in the graph. For example, if the administrator configures Advisors to maintain metric data for two hours, then the total possible time duration for which Advisors displays metric data when you launch the **Metric Graphing** window is two hours. If you open the **Metric Graphing** window from the **Contact Groups** pane, it also includes forecast (future) time.