



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Contact Center Advisor and Workforce Advisor Help

Selecting a Single Row from the Contact Centers Pane

12/17/2025

Selecting a Single Row from the Contact Centers Pane

From the **Contact Centers** pane, either:

- Select a single row and click the **Resource Management** icon, or
- Right-click and select **Launch Resource Management** from the short-cut menu.

Warning

Resource Management is not intended for bulk changes and may disrupt mission critical system requests.

Launching Resource Management from the hierarchy is not recommended because the number of agents and agent data pulled may be very large and impact performance. Genesys recommends launching Resource Management from the Agent Groups pane, the Applications pane in CCAdv, or Contact Group pane in WA, in order to pull fewer than 150 agents.

See also:

- [Selecting Multiple Rows from the Agent Groups Pane](#)
- [Selecting Multiple Rows from the Applications or Contact Groups Pane](#)