



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 Multiple Rows from the Agent Groups Pane

12/17/2025

Selecting Multiple Rows from the Agent Groups Pane

From the **Agent Groups** pane, available in Contact Center Advisor and Workforce Advisor, select one or more rows and click the **Resource Management** icon. The agents associated with the agent groups selected are displayed.

As you select a row, the associated applications or contact groups are highlighted on the **Applications** pane in Contact Center Advisor, or the **Contact Groups** pane in Workforce Advisor. If multiple agent groups are selected, the applications or contact groups highlighted on the **Applications** or **Contact Groups** pane are those associated with the agent group that was selected last. The last-selected agent group is identified by a blue border and a darker shade.

Important

In the CCAdv and WA dashboard, agent groups are not under role-based access control. See [Role-Based Access and Permissions](#).

See also:

- [Selecting a Single Row from the Contact Centers Pane](#)
- [Selecting Multiple Rows from the Applications or Contact Groups Pane](#)