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Contact Center Advisor and Workforce Advisor Administrator User's Guide

Removing Contact Groups from WA Configuration

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Removing Contact Groups from WA Configuration

Removing contact groups from your Workforce Advisor (WA) configuration does not impact any other object configuration. After you remove a contact group, all of its associations with applications and agent groups are removed automatically and permanently.

Related Information

[Removing Agent Groups from CCAAdv/WA Configuration](#)

[Removing Applications from CCAAdv/WA Configuration](#)

Procedure: Removing Contact Groups from your Workforce Advisor Configuration

Steps

1. Navigate to the **Contact Group Configuration** page, **Rollups** tab.
2. Locate the contact group(s) that you want to remove.
3. Using the check boxes, select the contact group(s) that you plan to remove. The following figure shows the selection of two contact groups that will be removed.

Removing Contact Groups from WA Configuration

Genesys Administration

Welcome admin Log Out ?

Contact Group Configuration

Assigned successfully.

Contact Center: All Application Group: AG1 Reporting Region: RR1 Operating Unit: OU1 Include in Rollup: All Filter

Rollups Contact Groups - Applications Contact Groups - Agent Groups Contact Group Details

Assigned Contact Groups

Name	Descriptive Name	Contact Center	Application Group	Reporting Region	Operating Unit	Include in Rollup
☒ FG_Contact_Group_0001	Contact Group1	CC1	AG1	RR1	OU1	Yes
☐ FG_Contact_Group_0002	Contact Group2	CC1	AG1	RR1	OU1	Yes
☒ FG_Contact_Group_0006		CC1: AGCC1	AG1	RR1	OU1	Yes

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Assign Unassign

Available Contact Groups

Name	Data Source Name	Group
☐ FG_Contact_Group_0003	aspect	Forecast
☐ FG_Contact_Group_0004	aspect	Forecast
☐ FG_Contact_Group_0005	aspect	Forecast
☐ FG_Contact_Group_0006	aspect	Forecast

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- Click the **Unassign** button.