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 Administrator User's Guide

System Configuration

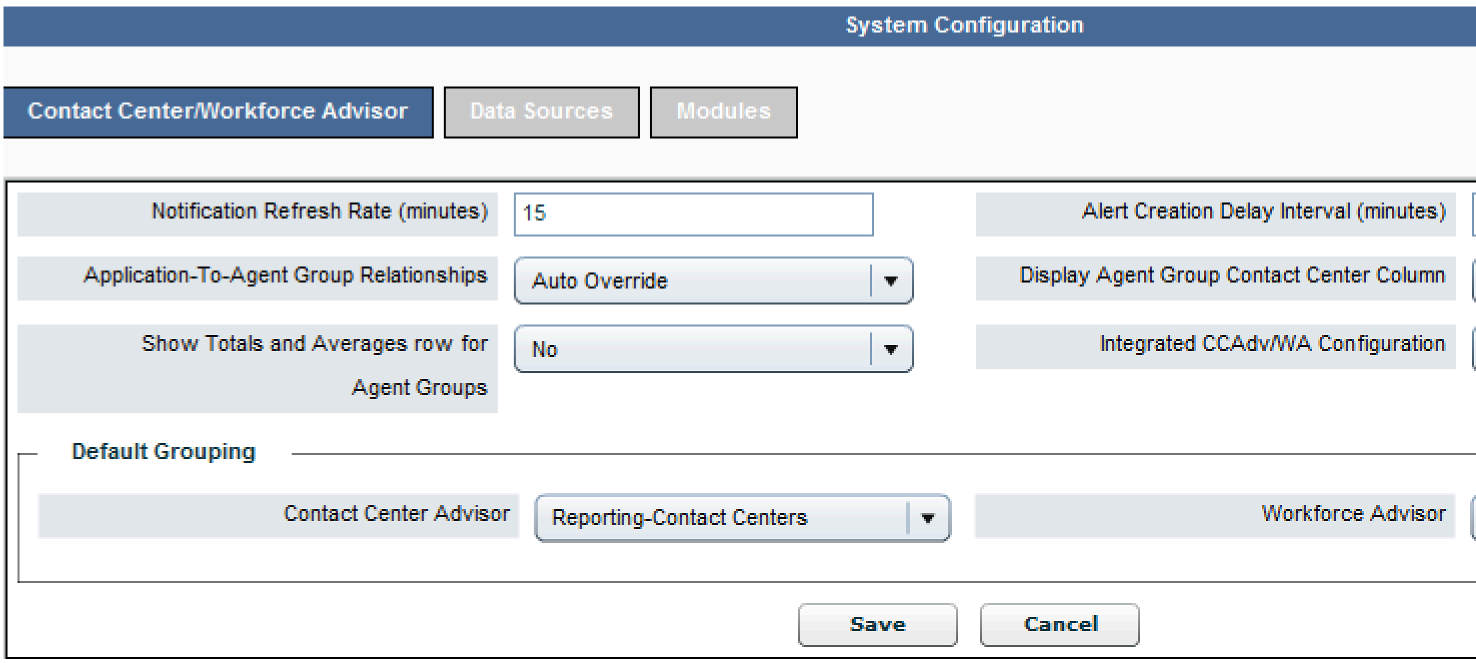
5/4/2025

Contents

System Configuration

The **System Configuration** page allows you to control various global capabilities in CCAdv and WA. To make changes, edit the relevant fields and click **Save**. Changes take effect immediately.

Access to the **System Configuration** page is subject to Role-based Access Control (RBAC). The link to the page displays in the administration module only if you have been granted the privilege associated with it. See CCAdv/WA Access Privileges for the full list of privileges associated with Contact Center Advisor/Workforce Advisor (CCAdv/WA) and the administration module.



System Configuration

The screenshot, **System Configuration**, shows the page in the administration module. There are three subsections presented as tabs:

- **Contact Center/Workforce Advisor** (displayed by default)
- **Data Sources**
- **Modules**

Contact Center / Workforce Advisor Tab

The **Contact Center/Workforce Advisor** tab displays the fields described in this section.

Notification Refresh Rate (minutes)

The Notification Refresh Rate determines the frequency with which a Distribution List sends email messages about alerts. Organizations with critical performance targets might want to know if an alert is still active and prefer an updated emails after Advisors sends the first one. Others might prefer to send only one email.

Here is how Advisors uses this rate.

- Contact Center Advisor or Workforce Advisor regularly checks for notifiable alerts.
    - CCAdv checks threshold violation alerts and peripheral offline alerts every minute.
    - WA checks threshold violation alerts every processing cycle.
- The application sends email about new alerts.
- For an alert that is not new, if the time that the email was last sent is older than the notification refresh rate, or if the severity of the alert has changed since the last email message about the alert, the application sends another email.

While these two configuration settings are very important to the notification function, *how* the root thresholds are set is the most important consideration. For more information about alerts, see Application Groups and Thresholds.

Alert Creation Delay Interval (minutes)

Controls how many minutes a metric’s value must exist in a state exceeding a threshold before Advisors creates an alert that appears in the Alerts Pane. Alerts about offline peripherals in Cisco ICM, and manual alerts, are an exception to this rate: they appear immediately. Typically an **Alert Creation Delay Interval** would be in the 10–30 minute range and is entirely dependent upon the urgency and severity of issues.

Application-to-Agent Group Relationships

- `Manual`: You manually assign agent group(s) to an application or application(s) to an agent group. For CISCO ICM the relationships between Services and Skill Groups that are pre-determined at the source will not be imported if manual mode is selected.
- `Auto Override`: You manually assign agent group(s) to an application or application(s) to an agent group. For CISCO ICM the relationships between Services and Skill Groups that are pre-determined at the source will be imported automatically.

The consequences of changing the **Application-to-Agent Group Relationships** option are:

- Changing from `Manual` to `Auto Override` will trigger the automatic import of the relationships that exist at the source.
- Changing from `Manual` to `Auto Override` honors manual entries. Only the relationships that you exclude are removed. Changing from `Auto Override` to `Manual` honors manual entries.
- Changing `Auto Override` to `Manual` prevents relationships from being imported from the source and erases all automatically imported relationships. After the change, all relationships must be created manually from the administration module.

Display Agent Group Contact Center Column

Determines whether the **Contact Center** column is displayed in the **Agent Groups** pane in Contact Center Advisor, thereby controlling whether dashboard users can see the name of the agent group contact center for an agent group related to a network contact center.

Show Totals and Averages Row for Agent Groups

`Yes/No`. Determines whether the **Totals and Averages** row appears in the **Agent Groups** pane in a dashboard (Contact Center Advisor and Workforce Advisor). This row aggregates the values of metrics of the agent groups related to the applications or contact groups related to the aggregating object currently selected in the **Contact Centers** pane. The default setting is to display the **Totals and Averages** row. You must restart the XML Generator for your changes to appear on the dashboard.

Integrated CCAdv/WA Configuration

`Yes/No`. Choose between two Contact Center Advisor/Workforce Advisor configuration modes:

- Integrated CCAdv/WA configuration mode
- Independent CCAdv/WA configuration mode

The default is integrated configuration mode. The choice of the mode determines all further configuration processes, what data is stored, and how the configuration data is interpreted and used inside the application. You can change the mode at any time. A change to the parameter has an immediate impact on the application.

If you select the integrated CCAdv/WA configuration mode, the configuration of Workforce Advisor depends on that of Contact Center Advisor. If you select independent configuration mode, WA operates independently from the CCAdv configuration structure.

For detailed information, see Configuration Modes.

Default Grouping

Use the drop-down lists to change the default grouping selection for the CCAdv and WA Contact Centers panes. The default grouping selection for business objects in CCAdv and WA is `Reporting Region - Contact Centers`. You might have users who cannot change the grouping (that is, they do not have the necessary permissions); in that case, you might prefer to have a different default grouping.

For users who have permission to change the grouping, the default grouping applies only to initial login to Contact Center Advisor or Workforce Advisor. If the user changes the grouping, the grouping that the user selected is cached and maintained. The selected grouping displays after the user logs out and logs in again.

The selected default grouping does not force the configuration to include that region type. For example, if the default grouping is `Reporting Region - Contact Centers`, you can still configure an application or a contact group so that it is not related to a reporting region. It will not appear in the dashboards when that grouping is selected, and it will not contribute values to the rollup for that grouping.

If users are unable to change the grouping on the dashboard, ensure that the region type in the default grouping is also used in the configuration of the objects you want those users to see.

Data Sources Tab

The **Data Sources** tab displays a list of the real-time data sources connected to the Advisors suite. The fields represent the following:

Status: Although the **Data Sources** tab includes a **Status** field, it does not show the status. The data source status is closely associated with the health of the dashboard, therefore, to check the status of data sources, you must use the Contact Center Advisor dashboard. For more information about the data source status indicator on the dashboard, see Checking the Health of the Dashboard in the *Contact Center Advisor and Workforce Advisor Help*.

Name: The name of the data source that was registered when installing XML Generator. This field represents the name of a SQL Server database, Oracle schema, or a database link associated with the data source. This is a noneditable field.

Descriptive Name: Descriptive name of the data source. Can be edited by an administrator and is a required field. Appears in the tooltip of the red stop sign icon displayed in the Contact Center Advisor dashboard when the data source has exceeded the update delay threshold.

Type: Underlying platform for the data source, as specified when installing CCAdv. Current supported values are `GENESYS` and `CISCO`. This value cannot be changed by the administrator through the user interface.

Update Delay Threshold (minutes): The maximum number of minutes allowed between the last update time of the data source and the current time. Exceeding this threshold causes the red stop sign icon to display in the top right of Contact Center Advisor's dashboard, and in the Status field in this page. This value can be edited and is required. The minimum value that can be entered in this field is 1 and the maximum value is 30.

Last Update: The time of the last update from this data source in the time zone of the server on which the administration user interface is running. This is the controller time in the external data source system and is a noneditable field.

Distribution List: Distribution list to which email is sent if the data source's controller time is not updated and the delay violates the delay threshold. If no distribution list has been previously selected for a data source, the drop-down shows the `Select` option. Otherwise it shows the distribution list associated with the data source. Note that in the use of this distribution list, Contact Center Advisor ignores the settings of an alert's severity, and it also does not use any contact centers or application groups associated with the distribution list.

> ### Important
> The intervals at which Contact Center Advisor and Workforce Advisor read data from external data sources is not displayed on this page. They are in properties files in the Advisors `/conf` directory. These properties can be changed, but are separately maintained so that they are not arbitrarily changed.

Modules Tab

The **Modules** tab displays the names and URLs of individual modules of your installation.

Application Name: You can modify the name that displays for the module in the menu you use to switch between modules.

Deployment URL: The URL that Advisors uses to load each module is read-only, for reference information only.

Version: Shows the version number of the module version so you can check what you have deployed.