Contact Center Advisor and Workforce Advisor Administrator User's Guide

Zero Suppression

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Zero Suppression

Contents

Zero suppression is used to prevent objects from displaying on dashboards when there is no activity for them. Certain combinations of metrics' values are used as criteria for the objects to become suppressed. The rules are different for different objects.

Zero Suppression Rules

The following sections provide guidelines for using zero suppression. The metrics that are used in the rules must be enabled for zero suppression to work. You enable metrics in the **Report Metrics** page of the Administration module.

Application

For an application, if zero suppress = Yes, the following criteria must be met in order for the application to be hidden on the dashboard:

1. The application does not have a "third party" metric. That is, the application does not have any metrics with values greater than zero where the metric's channel is Non Voice.

2. In all time profile groups:

    a. Calls offered is 0 or N/A *and*

    b. Calls handled is 0 or N/A

3. If CCAdv is reading metrics from at least one external Genesys data source, then additionally, in all time profile groups:

    a. E-mails entered is 0 or N/A *and*

    b. E-mails processed is 0 or N/A *and*

    c. Web-chats entered is 0 or N/A *and*

    d. Web-chats processed is 0 or N/A

Contact Group

Contact Groups can never be suppressed.

Agent Group

For an agent group, if zero suppress = Yes, the following criteria must be met in order for the agent group to be hidden on the dashboard:

1. In the time profile group chosen by the Administrator for historical metrics:

    a. Calls offered is 0 or N/A *and*

    b. Calls handled is 0 or N/A

2. In the Short time profile group:

    a. Logged on is 0 or N/A

CCAdv

1. If CCAdv is reading metrics from at least one external Genesys data source, then additionally, in the time profile group for historical metrics:

    a. E-mails entered is 0 or N/A *and*

    b. E-mails processed is 0 or N/A *and*

    c. Web-chats entered is 0 or N/A *and*

    d. Web-chats processed is 0 or N/A

WA

Depending on your WA system configuration, "logged on" could be excluded from the general criteria described above.

The Logged On criterion is included by default. To exclude it, in the `conf/WorkforceUtilizationZeroSuppression.properties` file, change the value for `zero_supress.check_loggedin_for_skill_group`, and then restart WA server and web services.

Region, Contact Center, Application Group

CCAdv

For an object in the **Contact Centers** pane, if zero suppress = Yes, the following criteria must be met in order for the object, as well as its "child" objects, to be hidden on the dashboard:

1. The object does not have a "third party" metric. That is, the object does not have any metrics with values greater than zero where the metric's channel is Non Voice.

2. In all time profile groups:

    a. Calls offered is 0 or N/A *and*

    b. Calls handled is 0 or N/A

3. If CCAdv is reading metrics from at least one external Genesys data source, then additionally, in all time profile groups:

    a. E-mails entered is 0 or N/A *and*

    b. E-mails processed is 0 or N/A *and*

    c. Web-chats entered is 0 or N/A *and*

    d. Web-chats processed is 0 or N/A

WA

For an object in the **Contact Centers** pane, if zero suppress = Yes, the following criteria must be met in order for the object, as well as its "child" objects, to be hidden on the dashboard:

1. Forecast number of calls offered is 0 or N/A *and*

2. Actual number of calls offered is 0 or N/A *and*

3. Actual number of calls handled is 0 or N/A

Multiple Time Profiles in CCAdv

The CCAdv dashboard can simultaneously display metrics from more than one time profile. When a row in this dashboard becomes suppressed, or leaves suppression, the row can display with certain cells empty. The empty cells are from the time profile that is now zero-suppressed, or was zero-suppressed. In time, the row will either not display at all, or completely display.

Disabled Metrics

In the Administration module, you can disable an application group metric or agent group metric. Advisors does not collect real-time values for a disabled metric. If a metric that CCAdv uses to evaluate zero suppression is disabled, values for it are not collected and CCAdv sees its value as zero. That will influence zero suppression.

For example, if the calls offered metric and calls handled metrics are disabled, then CCAdv will see their values as zero for every application. A voice queue for which zero suppress = Yes will be zero-suppressed and will not appear on the dashboard even if it actually has currently offered calls, or calls being handled.

Disabling such a metric also affects zero suppression in WA. If you disabled CCAdv's calls offered metric, this means that Advisors does not collect data for it for either CCAdv or for WA. Zero suppression in WA will also see its value as zero.