





Informiam Contact Center Advisor | Performance Monitor

- ▶ Choosing the information to monitor: in the Call Centers pane, select the Grouping (organizational hierarchy), the metrics, and a row; then click .
- ▶ The Performance Monitor window displays on the desktop outside of the Informiam Browser.
- ▶ The metric values refresh continuously.
- ▶ If no row is selected in the Call Centers pane, the Performance Monitor uses the Enterprise row.
- ▶ The path of the selected row in Call Centers pane displays at the top of the Performance Monitor (for example, Reporting Region - Call center : BMG - BEUC Blue - Arnold).
- ▶ The hierarchy and metrics remain until you change the information in the Call Centers pane and click . If you don't click , you can change the columns and groupings in the Call Centers pane without deleting the current Performance Monitor.





Note: The Application Metric boxes are deleted if you change the grouping, click , and click OK to the Are You Sure? prompt. The Performance Monitor is updated with the newly selected grouping.

Clicking Cancel to the Are You Sure? prompt cancels updating the Performance Monitor and the selected grouping returns to its previous selection.

Clicking another Informiam Browser tab closes all of the Performance Monitor windows.

- ▶ The Refresh Rate indicator indicates when the metric values will be refreshed.



- ▶ Create a snapshot of the Performance Monitor: click . The Snapshot window is the same as the Performance Monitor except that the information is static allowing you to compare the values at a point in time with real time values. The Snapshot window displays the time and date when it was created.
- ▶ Maximizing, minimizing, and exiting the Performance Monitor: click , , or .
- ▶ Moving the Performance Monitor: click and drag the window title area.

Current Capacity


The Current Capacity area displays workforce metrics – staffed, talking, available, and calls in queue – from Informiam Contact Center Advisor. The values are from the Now interval.



Call Flow

The Call Flow area graphically displays values for answered and abandoned for Now, 30 minutes, and Today.

- ▶ A bar graph displays the integer values of the metrics. Each bar has a legend color box to represent a piece of the pie chart.
- ▶ A pie chart displays answered and abandoned percentages.

Application Metrics

The Application Metrics area displays a box for each of the columns displayed in the Call Centers pane when you clicked .

- ▶ The order of the Application Metric boxes matches the order of the columns in the Call Centers pane.
- ▶ Scroll the list of application metrics (independently of the Performance Monitor). A dynamic alert indicator () indicates to scroll to see an alert that is out of sight.
- ▶ Displaying a single Application Metric box on the desktop: click  in the Application Metric box.
 - ▶ You cannot display a duplicate Application Metric box.
 - ▶ The title bar of the Application Metric box indicates the path of the selected row in Call Centers pane (for example, Reporting Region - Call center : BMG - BEUC Blue - Arnold).
 - ▶ A copy of the Application Metric box remains part of the Performance Monitor.
- ▶ Now (point-in-time) metrics have just one bar: they do not have 30 Min or Today bars.