Performance Management Advisors 8.0

Performance Monitor

User's Guide

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Contact Center Advisor Performance Monitor

Choosing the Information to Monitor

- In the `Contact Centers` pane, select the `Grouping` (organizational hierarchy), the metrics, and a row, then click the Performance Monitor button PERFORMANCE MONITOR.
  - The `Performance Monitor` window displays on the desktop outside of the Genesys Advisors browser.
  - The metric values refresh continuously. In release 8.0, only voice metrics are displayed in the Performance Monitor.
  - If no row is selected in the `Contact Centers` pane, the Performance Monitor uses the `Enterprise` row.
  - The path of the selected row in the `Contact Centers` pane displays at the top of the Performance Monitor (for example, `Consumer - Internet Banking - Billing Gold`).
  - The hierarchy and metrics remain until you change the information in the `Contact Centers` pane and click the launch icon. If you don't click the launch icon, you can change the columns and groupings in the `Contact Centers` pane without closing the current Performance Monitor window.

> **Note:** The `Application Metric` boxes are deleted if you change the grouping, click the Performance Monitor button PERFORMANCE MONITOR, 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.
- The `Refresh Rate` indicator indicates when the metric values will be refreshed.

Creating 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 last refreshed.
  - To resize the Current Capacity, Call Flow, and Application Metrics areas—drag the splitter.
  - To maximize, minimize, or exit the Performance Monitor—click , or respectively.
  - To move 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 Contact Center Advisor. The values are from the Now interval.

Call Flow

- The Call Flow area graphically displays values for Offered, Answered and Abandoned for Now, 30 minutes, and Today.
- A bar graph displays the integer values of the metrics. Answered and Abandoned have 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 Contact Centers pane when you clicked the launch icon.
- The order of the Application Metric boxes matches the order of the columns in the Contact Centers pane.
- Scroll the list of application metrics (independently of the Performance Monitor). A dynamic threshold violation indicator ( ) indicates to scroll to see a threshold violation 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 the Contact Centers pane (for example, Reporting Region - Contact Center : BMG - BEUC Blue - Arnold).
  - A copy of the Application Metric box remains part of the Performance Monitor.
  - Point-in-time metrics have just one bar: they do not have 30 Min or Today bars.