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Contact Center Advisor and Workforce Advisor Administrator User's Guide

Advisors Privileges

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Advisors Privileges

The following tables list all Advisor privileges. The Administration module Users page is not controlled by an option; all users who can access the Administration module have access to the Users page. However, the Users page no longer displays any information about the user accounts, so there is no need to control access to this page. Please refer to the following documents for more information about configuring user profiles:

- [Framework 8.1 Configuration Manager Help](#)
- [Genesys Administrator 8.1 Help](#)

Advisors Browser

Privilege	Behavior When Present	Behavior When Absent
Advisors.ChangePassword.canView	User sees the Change Password button located at the top of the Advisors Browser.	Change Password button is hidden.

Contact Center Advisor

Privilege	Behavior When Present	Behavior When Absent
ContactCenterAdvisor.ActionManagementReport.canView NOTE: The privilege to grant access to the Action Management Report in Contact Center Advisor or Workforce Advisor is related to the Alert Management privilege. That is, if a user has the ContactCenterAdvisor.ActionManagementReport.canView privilege, then that user should also have the privilege to view Alert Management (AlertManagement.canView). Also, this privilege is applicable to Release 8.1.3 and later. In a migration scenario, this privilege is not defined in any existing Advisors role in the Configuration Server settings. An administrative user must update existing roles, or create new roles, and add the privilege to allow the described access or activity.	User can access an Action Management Report by double-clicking on an Alert tile in the Map pane, or by clicking on the arrow for each alert in the Alerts pane.	Clicking on the tiles in the Map pane does not launch an Action Management Report, and the Action Management Report arrow for alerts in the Alerts pane is not shown.
ContactCenterAdvisor.Dashboard.canView	User can access the CCAAdv dashboard. This is a replacement for the module access that was previously assigned on a user-by-user basis.	User cannot access CCAAdv dashboard, and the Contact Center Advisor tab is not shown to the user.
ContactCenterAdvisor.Dashboard.AgentGroupsPane.canView	User can see data in the Agent Groups pane.	User sees an empty Agent Groups pane at all times.
ContactCenterAdvisor.Dashboard.ColumnChooser.canView	User has access to the column chooser on the dashboard.	Column chooser button is not displayed on dashboard.
ContactCenterAdvisor.Dashboard.EnterpriseState.canView	User can see the Enterprise row	The Enterprise row is not sent

Privilege	Behavior When Present	Behavior When Absent
	and statistics on the dashboard.	from the server to the dashboard, which means the user does not see it.
ContactCenterAdvisor.PerformanceMonitor.canView	User can access Performance Monitor.	User does not see the Performance Monitor button on the dashboard.
ContactCenterAdvisor.PerformanceMonitor.CallFlowPane.canView NOTE: If both ContactCenterAdvisor.PerformanceMonitor.CallFlowPane.canView and ContactCenterAdvisor.PerformanceMonitor.CurrentCapacity.canView are excluded from a user's role, then the left side of the Performance Monitor window is not displayed to the user.	User can see the Call Flow pane and metrics in the Performance Monitor window.	The Call Flow pane is shown, but no metrics or values are displayed.
ContactCenterAdvisor.PerformanceMonitor.CurrentCapacity.canView NOTE: If both ContactCenterAdvisor.PerformanceMonitor.CallFlowPane.canView and ContactCenterAdvisor.PerformanceMonitor.CurrentCapacity.canView are excluded from a user's role, then the left side of the Performance Monitor window is not displayed to the user.	User can see the Current Capacity pane and metrics in the Performance Monitor window.	The Current Capacity pane is shown, but no metrics or values are displayed.
ContactCenterAdvisor.Dashboard.PivotTableListView	User has access to the pivot table drop-down list that allows them to switch views of the pivot table.	Pivot drop-down list is not shown in the top left pane.
ContactCenterAdvisor.AlertManagement.canView "NOTE:" In Release 8.1.3, this privilege was replaced with Alert Management-specific privileges.	User has access to the Alert Management tab and the Action Management Report page. User can access the Action Management Report either by clicking on the Alert Management tab, by double-clicking on the alert tiles in the map, or by clicking on the arrow for each alert in the Alerts pane.	The Alert Management tab is not shown; clicking on the tiles in the map does not launch the Action Management Report; and the Action Management Report arrow for alerts in the Alerts pane is not shown.

Workforce Advisor

Privilege	Behavior When Present	Behavior When Absent
WorkforceAdvisor.ActionManagementReport.canView This privilege is applicable to Release 8.1.3 and later. In a migration scenario, this privilege is not defined in any existing Advisors role in the Configuration Server settings. An administrative user must update existing roles, or create new roles, and add the privilege to allow the described access or activity.	User can access an Action Management Report page by double-clicking on an Alert tile in the Map pane, or by clicking on the arrow for each alert in the Alerts pane.	Clicking on the tiles in the Map pane does not launch an Action Management Report page, and the Action Management Report arrow for alerts does not display in the Alerts pane.
WorkforceAdvisor.Dashboard.AgentGroupsPane.canView This privilege is applicable to Release	User can see data in the Agent Groups pane.	User always sees an empty Agent Groups pane with a message stating the lack of access to the Agent Groups pane.

Advisors Privileges

Privilege	Behavior When Present	Behavior When Absent
8.1.3 and later. In a migration scenario, this privilege is not defined in any existing Advisors role in the Configuration Server settings. An administrative user must update existing roles, or create new roles, and add the privilege to allow the described access or activity.		
WorkforceAdvisor.Dashboard.canView	User can access the WA dashboard.	User cannot access WA dashboard, and the Workforce Advisor tab is not shown to the user.
WorkforceAdvisor.Dashboard.ColumnChooser.canView This privilege is applicable to Release 8.1.3 and later. In a migration scenario, this privilege is not defined in any existing Advisors role in the Configuration Server settings. An administrative user must update existing roles, or create new roles, and add the privilege to allow the described access or activity.	User has access to the Column Chooser button on the dashboard.	The Column Chooser button is not displayed on the dashboard.
WorkforceAdvisor.Dashboard.EnterpriseStats.canView This privilege is applicable to Release 8.1.3 and later. In a migration scenario, this privilege is not defined in any existing Advisors role in the Configuration Server settings. An administrative user must update existing roles, or create new roles, and add the privilege to allow the described access or activity.	User can see the Enterprise row in the pivot table (Contact Centers pane).	The Enterprise row does not display in the pivot table (Contact Centers pane).
WorkforceAdvisor.Dashboard.PivotSelect.canView "NOTE:" Because there are additional hierarchies in WA specifically to display agent group contact centers, users must have permission to access the hierarchy grouping (WorkforceAdvisor.Dashboard.PivotSelect.canView) if agent group contact centers are configured. Also, this privilege is applicable to Release 8.1.3 and later. In a migration scenario, this privilege is not defined in any existing Advisors role in the Configuration Server settings. An administrative user must update existing roles, or create new roles, and add the privilege to allow the described access or activity.	User has access to the hierarchy drop-down list on the Contact Centers pane.	The hierarchy drop-down list does not display on the Contact Centers pane.

Alert Management

Privilege	Behavior When Present	Behavior When Absent
AlertManagement.canView This privilege is applicable to Release 8.1.3 and later. In a migration scenario,	User has access to the Alert Management tab.	The Alert Management tab does not display for the user.

Privilege	Behavior When Present	Behavior When Absent
this privilege is not defined in any existing Advisors role in the Configuration Server settings. An administrative user must update existing roles, or create new roles, and add the privilege to allow the described access or activity.		
AlertManagement.ActionManagementReport.canView	User can create a new Action Management Report, and update or delete an existing report.	The New and Delete buttons are not displayed in the Action Management Report pane, and the Edit/Delete column is not shown.

Frontline Advisor

Privilege	Behavior When Present	Behavior When Absent
FrontlineAdvisor.SupervisorDashboard.canView	User can access the FA Supervisor Dashboard.	User cannot access the FA Supervisor dashboard, and the FA Dashboard tab is not shown to the user.
FrontlineAdvisor.SupervisorDashboard.TeamsPane.canView (Requires the FrontlineAdvisor.SupervisorDashboard.canView privilege)	User can see the Teams pane.	The Teams pane is hidden along with both alerts panes.
FrontlineAdvisor.SupervisorDashboard.AlertsPane.canView	User can see the Team and Agent Alerts panes.	Neither of the alerts panes is displayed on the dashboard. If access to the Team pane is not available, the Alert pane is not shown even though user has access.
FrontlineAdvisor.SupervisorDashboard.ColumnChooser.canView (Requires the FrontlineAdvisor.SupervisorDashboard.canView privilege)	User can access the column chooser.	The column chooser button on the dashboard is hidden.
FrontlineAdvisor.SupervisorDashboard.TeamsPane.canSort	User can sort the entries in the Team pane. The cursor changes when hovering over the header of a column that can be sorted.	User cannot sort entries in the Team pane. The cursor does not change when hovering over a column header.
FrontlineAdvisor.SupervisorDashboard.TeamAlertsPane.canSort This privilege is applicable to Release 8.1.3 and later. In a migration scenario,	User can sort the entries in the Team Alerts pane. The cursor changes when hovering over the header of a column that can be	User cannot sort entries in the Team Alerts pane. The cursor does not change when hovering over a column header.

Advisors Privileges

Privilege	Behavior When Present	Behavior When Absent
this privilege is not defined in any existing Advisors role in the Configuration Server settings. An administrative user must update existing roles, or create new roles, and add the privilege to allow the described access or activity.	sorted.	
FrontlineAdvisor.SupervisorDashboard.AgentAlertsPane.canSort This privilege is applicable to Release 8.1.3 and later. In a migration scenario, this privilege is not defined in any existing Advisors role in the Configuration Server settings. An administrative user must update existing roles, or create new roles, and add the privilege to allow the described access or activity.	User can sort the entries in the Agent Alerts pane. The cursor changes when hovering over the header of a column that can be sorted.	User cannot sort entries in the Agent Alerts pane. The cursor does not change when hovering over a column header.
FrontlineAdvisor.Administration.canView	User can access the FA Administration module.	User cannot access the FA Administration module, and the FA Administration tab is not shown to the user.
FrontlineAdvisor.Administration.Settings.canView (Requires the FrontlineAdvisor.Administration.canView privilege)	User can access the Settings tab in the FA Admin module.	Settings tab is not shown to the user.
FrontlineAdvisor.Administration.Hierarchy.canReload (This requires the Settings tab to be accessible via the FrontlineAdvisor.Administration.Settings.canView privilege)	User can initiate a hierarchy reload through the action on the Settings tab.	Hierarchy reload action is not accessible.
FrontlineAdvisor.AgentDashboard.canView	User can access the FA Agent Dashboard.	User cannot access the FA Agent dashboard, and the FA Agent Dashboard tab is not shown to the user.
FrontlineAdvisor.AgentDashboard.AlertsPane.canView (Requires FrontlineAdvisor.AgentDashboard.canView privilege)	User can see the Alerts pane.	The Alerts pane is not displayed.
FrontlineAdvisor.AgentDashboard.ColumnChooser.canView (Requires FrontlineAdvisor.AgentDashboard.canView privilege)	User can see the Column Chooser.	The Column Chooser is not displayed.

Administration Module

Privilege	Behavior When Present	Behavior When Absent
AdvisorsAdministration.canView	User has access to the	User cannot access the

Privilege	Behavior When Present	Behavior When Absent
	Administration module.	Administration Module, and the module tab is not shown to the user.
AdvisorsAdministration.SystemConfiguration.canView	User can access System Configuration page; option is shown on menu.	System Configuration option is not shown on the Administration menu.
AdvisorsAdministration.Regions.canView	User can access the Regions page; option is shown on the Administration menu.	Regions option is not shown on the Administration menu.
AdvisorsAdministration.ApplicationGroups.Thresholds.canView	User can access the Application Groups/Thresholds page; option shown on menu.	Application Groups/Thresholds option is not shown on the Administration menu.
AdvisorsAdministration.ContactCenters.canView	User can access the Contact Centers page; option shown on menu.	Contact Centers option is not shown on the Administration menu.
AdvisorsAdministration.ApplicationConfiguration.canView	User can access the Application Configuration page; option shown on menu.	Application Configuration option is not shown on the Administration menu.
AdvisorsAdministration.AgentGroupConfiguration.canView	User can access the Agent Group Configuration page; option shown on menu.	Agent Group Configuration option is not shown on the Administration menu.
AdvisorsAdministration.ContactGroupConfiguration.canView	User can access the Contact Group Configuration page; option shown on menu.	Contact Group Configuration option is not shown on the Administration menu.
AdvisorsAdministration.Metrics.canView	User can access the Metrics page; option shown on menu.	Metrics option is not shown on the Administration menu.
AdvisorsAdministration.MMW.canCreate	User can create custom metrics.	The Create function and the Copy function do not display in the Metric Manager.
<p>This privilege is applicable to Release 8.1.3 and later. In a migration scenario, this privilege is not defined in any existing Advisors role in the Configuration Server settings. An administrative user must update existing roles, or create new roles, and add the privilege to allow the described access or activity.</p>		
AdvisorsAdministration.MMW.canEdit	Grants privilege to edit any metrics.	The Edit function does not display in the Metric Manager.
<p>This privilege is applicable to Release 8.1.3 and later. In a migration scenario, this privilege is not defined in any existing Advisors role in the Configuration Server settings. An administrative user must update existing roles, or create new roles, and add the privilege to allow the described access or activity.</p>		
AdvisorsAdministration.MMW.canDelete	Grants privilege to delete custom metrics.	The Delete function does not display in the Metric Manager.
<p>This privilege is applicable to Release 8.1.3 and later. In a migration scenario, this privilege is not defined in any existing Advisors role in the Configuration Server settings. An administrative user</p>		

Privilege	Behavior When Present	Behavior When Absent
must update existing roles, or create new roles, and add the privilege to allow the described access or activity.		
AdvisorsAdministration.DistributionLists.canView	User can access the Distribution Lists page; option shown on menu.	Distribution Lists option is not shown on the Administration menu.
AdvisorsAdministration.ManualAlerts.canView	User can access the Manual Alerts page; option shown on menu.	Manual Alerts option is not shown on the Administration menu.
AdvisorsAdministration.AlertManagement.AlertCauses.canView	User can access the Alert Causes page; option shown on menu.	Alert Causes option is not shown on the Administration menu.
AdvisorsAdministration.AlertManagement.KeyActions.canView	User can access the Key Actions page; option shown on menu.	Key Actions option is not shown on the Administration menu.
AdvisorsAdministration.GenesysAdapter.ObjectConfiguration	User can access the Genesys Adapter Object Configuration page; option shown on menu.	The Genesys Adapter section (which includes the Object Configuration and Manage Adapters options) is not shown on the Administration menu.
AdvisorsAdministration.RMC.canView	User can access the Resource Management-related pages, which are Notification Lists and Notification Templates; both options shown on menu.	Control Panel section (which includes the Notification Lists and Notification Templates options) is not shown on the Administration menu.
AdvisorsAdministration.PeripheralGateways.canView	User can access the Switches/Peripherals page.	Switches/Peripherals option is not shown on the Administration menu.
AdvisorsAdministration.DeletedObjects.canView	User can see the deleted objects in Configuration Manager server in the corresponding Administration pages.	Deleted objects in Configuration Manager are not shown in the corresponding Administration page.