GENESYS™

Frontline Advisor Administration User's Guide

Additional Resources

5/11/2025

Additional Resources

The Performance Management Advisors 8.1 Contact Center Advisor/Workforce Advisor Administrator User's Guide contains additional information about roles, permissions, and privileges as they apply to Advisors.

Additional sources of information on role-based access are:

- Genesys 8.1 Security Deployment Guide
- Framework 8.1 Genesys Administrator Deployment Guide
- Framework 8.1 Configuration Manager Help
- Genesys Administrator 8.1 Help