Frontline Advisor Administration User's Guide

Privileges

5/8/2025

Privileges

In Frontline Advisor (FA), you can use Role-Based Access Control (RBAC) to control users' access to tabs on the FA administration page, or to portions of tabs, or to the entire FA dashboard. The following Table lists the privileges available in Configuration Manager for Performance Management Advisors Frontline Advisor. The Table includes a description of the consequence to the user if the privilege is present or absent.

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 (Requires the FrontlineAdvisor.SupervisorDashboard.canView and FrontlineAdvisor.SupervisorDashboard.TeamsPane.canView privileges)	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 (Requires the FrontlineAdvisor.SupervisorDashboard.canView and FrontlineAdvisor.SupervisorDashboard.TeamsPane.canView privileges)	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 (Requires the FrontlineAdvisor.SupervisorDashboard.canView, FrontlineAdvisor.SupervisorDashboard.TeamsPane.canView and FrontlineAdvisor.SupervisorDashboard.AlertsPane.canView privileges)	User can sort the entries in the Team Alerts pane. The cursor changes when hovering over the header of a column that can be sorted.	User cannot sort entries in the Team Alerts pane. The cursor does not change when hovering over a column header.
FrontlineAdvisor.SupervisorDashboard.AgentAlertsPane.canSort (Requires the FrontlineAdvisor.SupervisorDashboard.canView, FrontlineAdvisor.SupervisorDashboard.TeamsPane.canView and FrontlineAdvisor.SupervisorDashboard.AlertsPane.canView privileges)	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.

Privilege	Behavior When Present	Behavior When Absent
privileges)		
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 (Requires the FrontlineAdvisor.Administration.canView and FrontlineAdvisor.Administration.Settings.canView privileges)	User can initiate a hierarchy reload through the action on the Settings tab. (This requires the Settings tab to be accessible via the FrontlineAdvisor.Administration.Settings.canView privilege)	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.