

GENESYS

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Frontline Advisor Agent Help

Ordering the Metrics

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You can change the order in which the metrics display by dragging a column heading to another location in the view. However, note the following default behavior:

- The default columns always display to the left of the optional columns.
- You cannot hide or move the default columns.

Personalized settings are linked to your user ID, so they appear wherever you log in.