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# Frontline Advisor Administration User's Guide

FA Access Privileges

12/16/2025

# FA Access Privileges


You can control access to information in the Genesys Performance Management Advisors Frontline Advisor (FA) dashboard and on the FA administration page using roles, and associating permissions and privileges with each role. Controlling information using roles, and associated privileges and permissions, is called Role-Based Access Control (RBAC).


In FA, you use RBAC to control users' access to:

- tabs on the FA administration page
- portions of tabs
- the entire FA dashboard

The following Table lists the privileges available in Configuration Manager for 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
AdvisorsAdministration.Metrics.canView	User can access the Report Metrics page; option shown on menu.	Report 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 Report Metrics Manager.
AdvisorsAdministration.MMW.canEdit	Grants privilege to edit any metrics.	The Edit function does not display in the Report Metrics Manager.
AdvisorsAdministration.MMW.canDelete	Grants privilege to delete custom metrics.	The Delete function does not display in the Report Metrics Manager.
AdvisorsAdministration.MMW.SourceMetrics.canView	Grants privilege to view the Source Metrics page.	The Source Metrics page, and the link to it in the Administration module, do not display.
AdvisorsAdministration.MMW.SourceMetrics.canCreate	Grants privilege to create custom source metrics.	The Create Source Metrics button does not display on the Source Metrics page.
AdvisorsAdministration.MMW.SourceMetrics.canEdit	Grants privilege to edit source metrics.	The Edit function does not display on the Source Metrics page.
AdvisorsAdministration.MMW.SourceMetrics.canDelete	Grants privilege to delete custom source metrics.	The Delete function does not display on the Source Metrics page.
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.

Privilege	Behavior When Present	Behavior When Absent
FrontlineAdvisor.SupervisorDashboard.TeamsPane.canView  <i>Requires the FrontlineAdvisor.SupervisorDashboard.canView privilege</i>	User can see the Teams pane.	The Teams pane is hidden along with both alerts panes.
FrontlineAdvisor.SupervisorDashboard.AlertsPane.canView  <i>Requires the FrontlineAdvisor.SupervisorDashboard.canView and FrontlineAdvisor.SupervisorDashboard.TeamsPane.canView privileges</i>	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  <i>Requires the FrontlineAdvisor.SupervisorDashboard.canView privilege</i>	User can access the column chooser.	The column chooser button on the dashboard is hidden.
FrontlineAdvisor.SupervisorDashboard.TeamsPane.canSort  <i>Requires the FrontlineAdvisor.SupervisorDashboard.canView and FrontlineAdvisor.SupervisorDashboard.TeamsPane.canView privileges</i>	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  <i>Requires the FrontlineAdvisor.SupervisorDashboard.canView, FrontlineAdvisor.SupervisorDashboard.TeamsPane.canView and FrontlineAdvisor.SupervisorDashboard.AlertsPane.canView privileges</i>	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  <i>Requires the FrontlineAdvisor.SupervisorDashboard.canView, FrontlineAdvisor.SupervisorDashboard.TeamsPane.canView and FrontlineAdvisor.SupervisorDashboard.AlertsPane.canView privileges</i>	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.SupervisorDashboard.Export.canView	User can see the Print button on the Frontline Advisor dashboard.	The Print button is not displayed on the Frontline Advisor dashboard.
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  <i>Requires the FrontlineAdvisor.Administration.canView privilege</i>	User can access the Settings tab in the FA Administration module.	Settings tab is not shown to the user.
FrontlineAdvisor.Administration.Hierarchy.canReload	User can initiate a hierarchy reload through the action on the	Hierarchy reload action is not accessible.

Privilege	Behavior When Present	Behavior When Absent
Requires the <i>FrontlineAdvisor.Administration.canView</i> and <i>FrontlineAdvisor.Administration.Settings.canView</i> privileges	Settings tab.	
<i>FrontlineAdvisor.AgentDashboard.canView</i>	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.
<i>FrontlineAdvisor.AgentDashboard.AlertsPane.canView</i>  Requires <i>FrontlineAdvisor.AgentDashboard.canView</i> privilege	User can see the Alerts pane.	The Alerts pane is not displayed.
<i>FrontlineAdvisor.AgentDashboard.ColumnChooser.canView</i>  Requires <i>FrontlineAdvisor.AgentDashboard.canView</i> privilege	User can see the Column Chooser.	The Column Chooser is not displayed.
 <i>FrontlineAdvisor.AgentDashboard.Export.canView</i>	User can see the Print button on the Agent Advisor dashboard.	The Print button is not displayed on the Agent Advisor dashboard.