

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Frontline Advisor Manager Help

Genesys Frontline Advisor Help

5/4/2025

Genesys Frontline Advisor Help

The Frontline Advisor dashboard gives you a real-time view of agent activity. You can configure alerts in Frontline Advisor to draw immediate attention to agents who need coaching so you can more effectively manage results and performance-related activity.

Hierarchy Search Calls Handled Average Handle Time Time Interval 10m * a Sales 105 * a Sales 105 * a Sales 105 * a Customer Care 281 * a Customer Care 281 * a Gue agent team 2004 * a Sube agent team 2004 * a Sube agent team 2017 * a Customer Care 281 * a Gue agent team 2004 * a Customer Care 281 * a Gue agent team 2017 * a Customer Care 281 * a Gue agent team 2017 * a Customer Care 281 * a Gue agent team 2017 * a Customer Care 281 * a Gue agent team 2017 * a Customer Care 281 * a Gue agent team 2017 * a Customer Care 281 * a Gue agent team 2017 * a Customer Care 281 * a Gue agent team 2017 * a Customer Care 281 * a Gue agent team 2017 *	S Advisors Contact Center Advisor Agent Advisor Alert Management Administration jbhmarlow • ?								
Calis Handled Average Handle Time Ime Interval Ime Interval <t< th=""><th colspan="5">III Short C</th><th>Last Updated: 04/</th><th colspan="2">■ Last Updated: 04/17/2017, 4:46:39 PM</th></t<>	III Short C					Last Updated: 04/	■ Last Updated: 04/17/2017, 4:46:39 PM		
Time Interval \$10m \$10m \$217-04-17 16.42 Coached agent * Sales \$0 1105 698 \$217-04-17 16.45 > * Sales \$0 1105 698 \$217-04-17 16.45 > * Customer Care 2881 3489 \$281 3489 \$281 \$261 \$281 \$261 \$281 \$261 \$281 \$261 \$281 \$261 \$281 \$261 \$281 \$261 \$281 \$261 \$281 <td< th=""><th colspan="3">Hierarchy Q Search</th><th colspan="2">🙊 🛛 Team Alerts 1-2-2</th><th colspan="2">Q Search</th></td<>	Hierarchy Q Search			🙊 🛛 Team Alerts 1-2-2		Q Search			
Image: Solution of the solution		Calls Handled	Average Handle Time	Agent Name	Details	Time	Note		
Image: Second	Time Interval	C 10m	% 10m	Earl Wright	Agent has no long calls	2017-04-17 16:42	Coached agent		
Customer Care 2881 3489 A Green agent team 2004 1228 Image: Care Care Care Care Care Care Care Care	🗸 🚔 Sales 🛛 5 📵	1105	698	Earl Wright	Agent is short calling	2017-04-17 16:46	1		
Serven agent team 2004	s Agents-Canada 1 📵	1105	698						
Blue agent team 20 Blue agent team Issue Mgmt <p< th=""><th>🗸 늘 Customer Care</th><th>2881</th><th>3489</th><th></th><th></th><th></th><th></th><th></th></p<>	🗸 늘 Customer Care	2881	3489						
Lesue Mgmt Lesue	🏂 Green agent team	2004	1228						
Average Wrap Time Average Wrap Time Transferred Average Wrap Time Transferred Average Wrap Time Average Wrap Time Transferred Average Wrap Time Transferred Average Wrap Time Search Average Wrap Time Transferred Average Wrap Time Search Search Average Wrap Time Search Search <th>🏂 Blue agent team 🛛 2 🖲</th> <th>877 🔺</th> <th>2261</th> <th></th> <th></th> <th></th> <th></th> <th></th>	🏂 Blue agent team 🛛 2 🖲	877 🔺	2261						
Average Wrap Time Time Interval 4 10m Markine Blau 228 516 638	늘 Issue Mgmt								
Image Wrap Time Average Wrap Time Time Interval Image Areage Wrap Time Time Interval Image Areage Wrap Time Image Areage									
I-2-2 20 Average Wrap Time Transferred Ime Interval Ime Interval Image Interval <	1000		-						
Average Wrap Time Transferred Image Interval K 10m Verage Wrap Time K 10m		4	•	•					
Average Wrap TimeTransferredTime IntervalC 10mC Amelie Blau228C Onnie Jawa806638		A V							
Time IntervalL 10mIS Amelie Blau228Connie Jawa806638	ng Team 1-2-2 2 0		Q, Search	Þ					
Ø Amelie Blau228516Connie Jawa806638		Average Wrap Time	Transferred						
Connie Jawa 806 638	Time Interval	% 10m	% 10m						
	🕑 Amelie Blau	228	516						
C David Garpon 116 401	📞 Connie Jawa	806	638						
	🕑 David Gagnon	116	401						
● Earl Wright 2 ● 28 ● 469	🔮 Earl Wright 2 📵	28	469						

Are you new to Frontline Advisor? Get started.

Looking for answers to specific questions? Try these topics:

- Navigating Advisors Modules
- Get to Know the Frontline Advisor Dashboard
- Understanding Alerts
- How do I locate information about a specific agent team?
- Can I add metrics to my dashboard display or remove metrics?
- Which keyboard shortcuts can I use with the accessible dashboard?

Accessibility

If you have visual impairment, you can work with Frontline Advisor using an accessibility interface. Frontline Advisor supports JAWS Standard software, an accessibility interface that provides a series of keyboard shortcuts for navigating the tabulated information on the screen. The screen contents are translated into voice in the local language. Additional language options are dependent on the version of Advisors used in your enterprise.