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# Frontline Advisor Manager Help

Genesys Frontline Advisor Help

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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.

The screenshot displays the Genesys Frontline Advisor dashboard. The top navigation bar includes 'Advisors', 'Contact Center Advisor', 'Frontline Advisor' (selected), 'Agent Advisor', 'Alert Management', and 'Administration'. The user 'jbhmarlow' is logged in. The dashboard is divided into three main sections:

- Hierarchy:** A table showing performance metrics for different teams. The 'Blue agent team' is highlighted.
- Team:** A table showing performance metrics for individual agents. 'Earl Wright' is highlighted.
- Team Alerts:** A table showing alerts for the '1-2-2' team. Two alerts for 'Earl Wright' are listed.

Time Interval	Calls Handled	Average Handle Time
Time Interval	10m	10m
Sales	5	
Agents-Canada	1	
Customer Care		
Green agent team	2004	1228
Blue agent team	877	2261
Issue Mgmt		

Time Interval	Average Wrap Time	Transferred
Time Interval	10m	10m
Amelie Blau	228	516
Connie Jawa	806	638
David Gagnon	116	401
Earl Wright	28	469

Agent Name	Details	Time	Note
Earl Wright	Agent has no long calls	2017-04-17 16:42	Coached agent
Earl Wright	Agent is short calling	2017-04-17 16:46	

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.