

## **GENESYS**

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## 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 • ?								
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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			
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● 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.