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Frontline Advisor Administration User's Guide

FA Access Privileges

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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 tables list the RBAC privileges that are available for Frontline Advisor users.

See the following documents for more information about configuring user profiles:

- [Framework Configuration Manager Help](#)
- [Genesys Administrator Extension Help](#)

Tip

While you can use any Genesys configuration interface to import Advisors privileges into a Role, or to assign Role-based permissions to Users or Access Groups for access to the Advisors business attributes, you can view the Advisors privileges associated with a Role only in Genesys Configuration Manager.

Administration Module

| Privilege | Controls Access To: |
|--------------------------------|-----------------------|
| AdvisorsAdministration.canView | Administration module |

Advisors Dashboards

| Privilege | Controls Access To: |
|---------------------------------|--------------------------|
| Advisors.ChangePassword.canView | Change Password function |

Frontline Advisor Dashboard

| Privilege | Controls Access To: |
|--|---|
| AdvisorsAdministration.Metrics.canView | Report Metrics page |
| AdvisorsAdministration.MMW.canCreate | The Create and Copy functions in the Report Metrics Manager. Users require this privilege to create custom metrics. |
| AdvisorsAdministration.MMW.canEdit | The Edit function in the Report Metrics Manager. Users require this privilege to edit metrics. |
| AdvisorsAdministration.MMW.canDelete | The Delete function in the Report Metrics Manager. Users require this privilege to delete custom metrics. |
| AdvisorsAdministration.MMW.SourceMetrics.canView | Source Metrics page |
| AdvisorsAdministration.MMW.SourceMetrics.canCreate | The Create Source Metrics button on the Source Metrics page. Users require this privilege to create custom source metrics. |
| AdvisorsAdministration.MMW.SourceMetrics.canEdit | The Edit function on the Source Metrics page. Users require this privilege to edit source metrics. |
| AdvisorsAdministration.MMW.SourceMetrics.canDelete | The Delete function does not display on the Source Metrics page. Users require this privilege to delete custom source metrics. |
| FrontlineAdvisor.SupervisorDashboard.canView | Frontline Advisor supervisor dashboard |
| FrontlineAdvisor.SupervisorDashboard.TeamsPane.canView <i>The FrontlineAdvisor.SupervisorDashboard.canView privilege must also be present</i> | Teams pane in the FA supervisor dashboard. In addition to the Teams pane, the Alerts pane is not displayed to users to whom you have not assigned this privilege. |
| FrontlineAdvisor.SupervisorDashboard.AlertsPane.canView <i>Requires the FrontlineAdvisor.SupervisorDashboard.canView and FrontlineAdvisor.SupervisorDashboard.TeamsPane.canView privileges</i> | Alerts pane. If you have not assigned the FrontlineAdvisor.SupervisorDashboard.TeamsPane.canView privilege to a user, the user will not have access to the Alerts pane even though the FrontlineAdvisor.SupervisorDashboard.AlertsPane.canView privilege is assigned. |
| FrontlineAdvisor.SupervisorDashboard.ColumnChooser.canView <i>Requires the FrontlineAdvisor.SupervisorDashboard.canView privilege</i> | Column Chooser |
| FrontlineAdvisor.SupervisorDashboard.TeamsPane.canSort <i>Requires the FrontlineAdvisor.SupervisorDashboard.canView and FrontlineAdvisor.SupervisorDashboard.TeamsPane.canView privileges</i> | The data sorting functionality in the Teams pane |
| FrontlineAdvisor.SupervisorDashboard.TeamAlertsPane.canSort <i>Requires the FrontlineAdvisor.SupervisorDashboard.canView, FrontlineAdvisor.SupervisorDashboard.TeamsPane.canView and FrontlineAdvisor.SupervisorDashboard.AlertsPane.canView privileges</i> | The data sorting functionality in the Alerts pane |
| FrontlineAdvisor.Administration.canView | Frontline Advisor page in the administration module |

| | |
|---|--|
| FrontlineAdvisor.Administration.Settings.canView <i>Requires the FrontlineAdvisor.Administration.canView privilege</i> | The Settings tab on the FA administration page in the Administration module. |
| FrontlineAdvisor.Administration.Hierarchy.canReload <i>Requires the FrontlineAdvisor.Administration.canView and FrontlineAdvisor.Administration.Settings.canView privileges</i> | The hierarchy reload action on the Settings tab of the FA administration page in the Administration module. |