# 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.
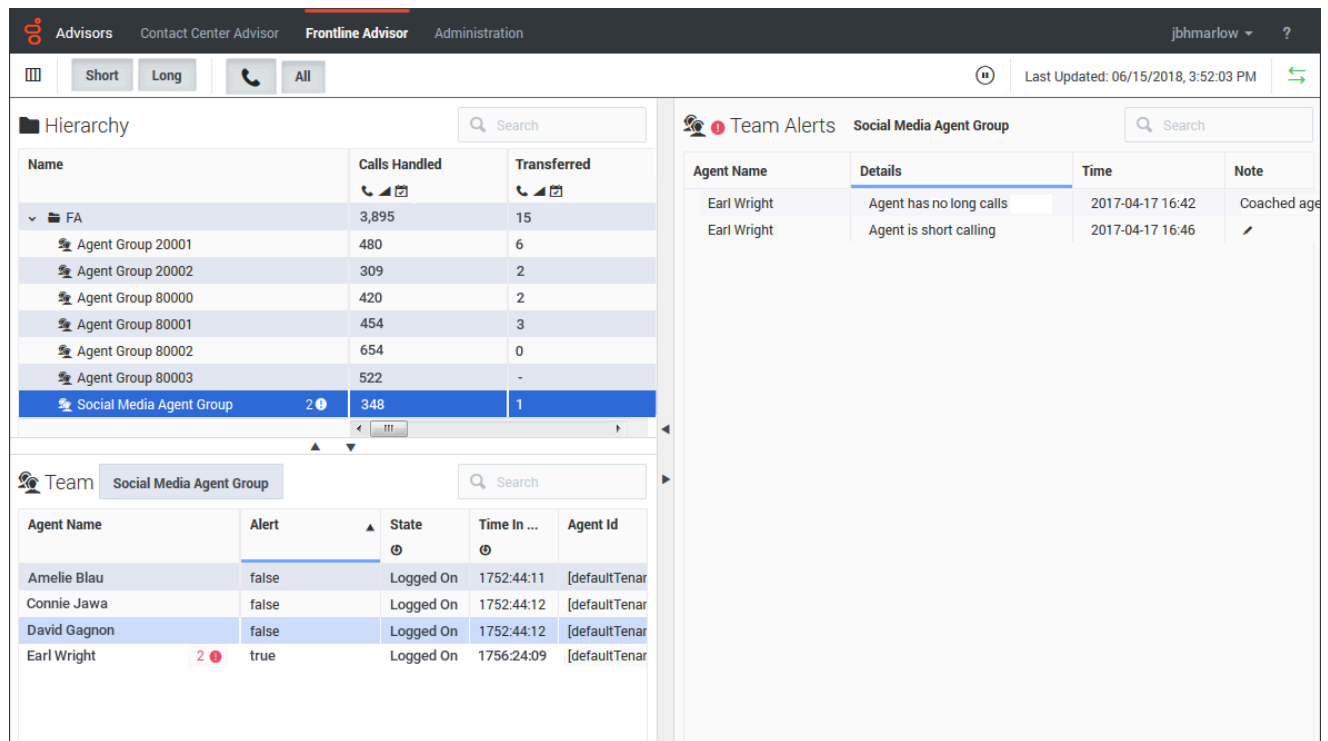


Are you new to Frontline Advisor? Get started.

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?

## Viewing the Frontline Advisor Dashboard Using a Mobile Device

Starting with Advisors release 9.0, you can view your Frontline Advisor hierarchy on your mobile device. The Advisors mobile view is designed to be an express service that lets you easily view the **Hierarchy** pane on any mobile device that has a supported browser. For additional information about the mobile view, see Frontline Advisor Mobile View 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.