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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), and 'Administration'. The user 'jbmharlow' is logged in. The dashboard is divided into two main sections: 'Hierarchy' and 'Team Alerts'.

Hierarchy Section:

Name	Calls Handled	Transferred
FA	3,895	15
Agent Group 20001	480	6
Agent Group 20002	309	2
Agent Group 80000	420	2
Agent Group 80001	454	3
Agent Group 80002	654	0
Agent Group 80003	522	-
Social Media Agent Group	348	1

Team Alerts Section:

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

Team Section:

Agent Name	Alert	State	Time In ...	Agent Id
Amelie Blau	false	Logged On	1752:44:11	[defaultTena
Connie Jawa	false	Logged On	1752:44:12	[defaultTena
David Gagnon	false	Logged On	1752:44:12	[defaultTena
Earl Wright	true	Logged On	1756:24:09	[defaultTena

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.