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Frontline Advisor Administration User's Guide

Preparing the dashboard for use

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The first step in preparing Frontline Advisor (FA) for use is to create the monitoring hierarchy and import it to FA. The process is described in [The FA Monitoring Hierarchy](#).

After you have imported the hierarchy, there are general settings you can configure on the Settings tab of the FA administration page. You can change the values on the Settings tab at any time after the hierarchy is imported. If you are an administrator in your enterprise, you will typically configure the dashboard settings before supervisors or managers log in and use FA.

The following procedures provide additional information about the FA dashboard settings.

Procedure: Defining Refresh Rates for your FA Dashboard

You can change the rate at which data is refreshed on your FA dashboard. The agent state interval specifies how frequently state metrics are rolled up. The agent state interval is typically configured to 10 seconds (the default value).

The agent performance interval controls how frequently performance metrics are rolled up and rule violations checked. The performance interval is typically configured to 10 minutes (the default value). The data handling is done within FA processes (that is, there is no database interaction).

Prerequisites

- Select a hierarchy node to display data in the tab.
- You require access permissions to the Settings tab (a system administrator configures permissions). The tab is unavailable if you do not have permissions to view it.

Start of Procedure

1. To change the settings, type values in the text boxes
2. Click Save or, to discard changes and revert to the last saved values, click Cancel.

End of Procedure

Procedure: Configuring Time Profiles

You can specify up to three system-wide time profiles for performance metrics, each with its own definable name, interval (minutes), and type (either Sliding or Growing).

Genesys recommends that the time profile values be divisible by either 60 minutes or 10 minutes, otherwise the last interval is cut short when the midnight reset occurs.

The time profile name defined here is the name that displays in the FA dashboard. The time profile name must not exceed 18 characters.

When changes are made to the time profile setting, the changes are made on the configured Genesys Adapters. If you cannot save your changes, check the adapter deployments for any potential issues. If the configured adapters are not live, or if there is some other issue on the adapters blocking the change in time profile, the changes to the time profile setting cannot be saved.

Prerequisites

- Select a hierarchy node to display data in the tab.
- You require access permissions to the Settings tab (a system administrator configures permissions). The tab is unavailable if you do not have permissions to view it.

Start of Procedure

1. To change the settings, type values in the text boxes.
2. Click Save or, to discard changes and revert to the last saved values, click Cancel.
When you change the time profile setting, the system propagates the changes to the configured Advisors Genesys Adapters. If a change to the time profile setting fails to save, check the adapter deployments for issues; a problem with the adapters can block the change in time profile.

End of Procedure