

GENESYS

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Frontline Advisor Agent Help

Customizing The Display

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Important

Access to metrics is controlled by user roles defined by your administrator (role—based access). Only metrics to which you have access are visible.

The following topics describe options for customizing the display of Frontline Advisor.

Using Column Chooser

Ordering the Metrics

Sorting the Views

Adjusting the Width of Columns

Resizing the Views

Persistent Settings