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Frontline Advisor Manager Help

Filtering the Dashboard Display

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Filtering the Dashboard Display

Important

Access to metrics and their time periods is controlled by user roles defined by your administrator (role-based access). Only metrics and time periods to which you have access are displayed in the dashboard display.

You can filter the dashboard display by time period and/or by channel. At the top of the dashboard there is a filters toolbar.



In this example, the **Time Profile** (10Min, 30Min, and 8Hour) and **Channel** buttons (Voice, Web Chat, and E-mail) are on/off toggles, so you can choose to display metrics for any combination of these time periods and channels on your dashboard.