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Frontline Advisor Manager Help

Frontline Advisor Mobile View Dashboard

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Contents

- 1 Frontline Advisor Mobile View Dashboard
 - 1.1 Device-aware Applications
 - 1.2 Advisors Mobile View Overview
 - 1.3 Example: Drilling down through the hierarchy in mobile view

Frontline Advisor Mobile View Dashboard

NEW You can check the Pulse Advisors dashboards on your mobile device using a supported browser. This page gives you an overview of the Frontline Advisor application for mobile devices.

You can view the full Advisors desktop dashboard on your mobile device, if necessary, but the dashboards are available as an optimized view that is intended specifically for mobile device users. The Frontline Advisor mobile view gives you access to the desktop dashboard's **Hierarchy** pane. The Advisors mobile view is designed to be an express service; it is not intended to be a replacement for the desktop dashboards.

To access the mobile view on your device, open [a browser that supports Advisors applications](#) and enter the URL that you use to access your Advisors desktop application. When you initially log in, you see the top level of the mobile view. This is the **Hierarchy** pane from the Advisors desktop application, and is presented as a list in the mobile view. You can drill down to lower levels of the hierarchy from this top-level view. For more information, see [Example: Drilling down through the hierarchy in mobile view](#), below.

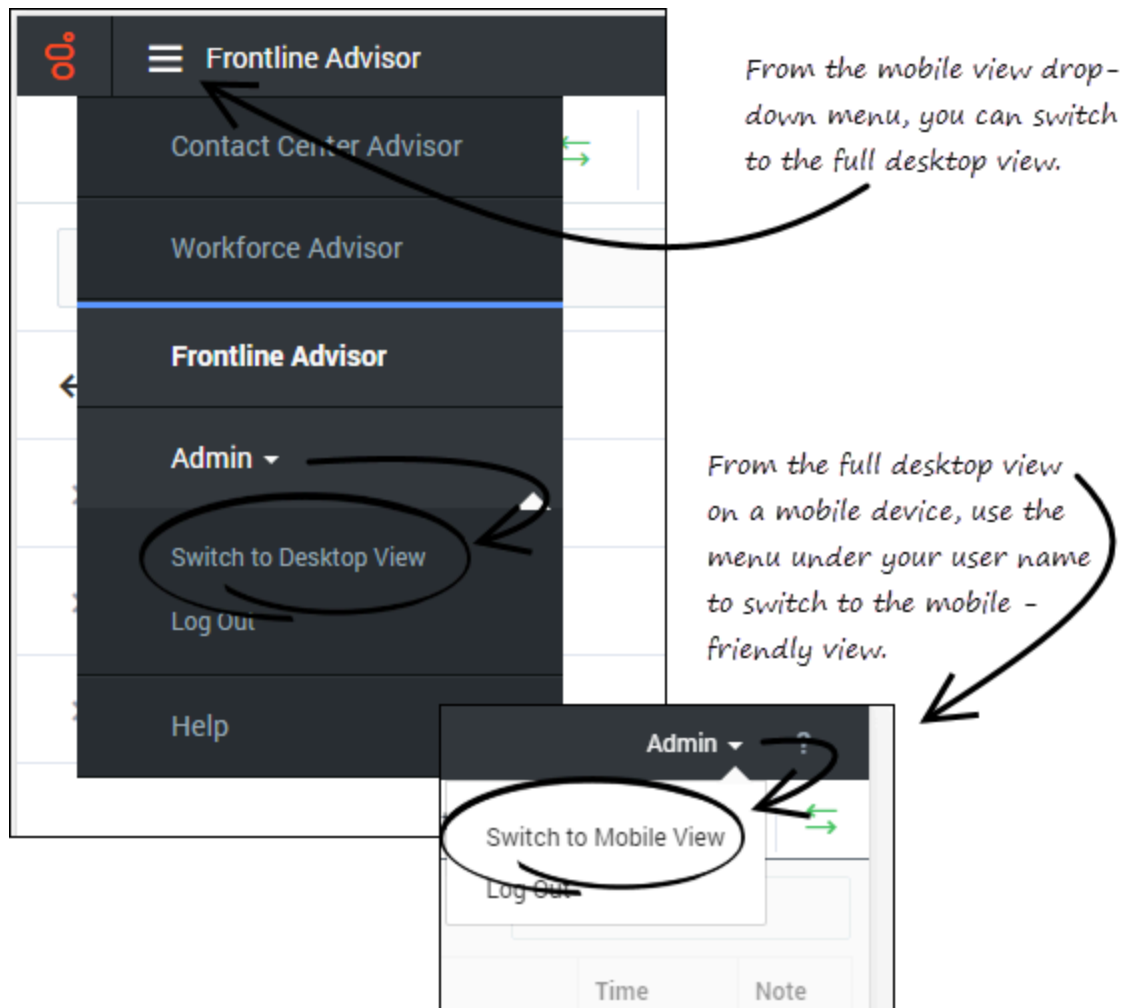
The Advisors mobile view includes tooltip information for [buttons](#) that display on the toolbar at the top of the mobile dashboard, but there are no tooltips associated with metrics. To use the mobile view effectively, you need to be familiar with at least one Advisors desktop dashboard and have an established list of metrics that you typically watch.

The Advisors mobile dashboard view uses the same formatting that is configured for the desktop application. For example, if the values for metrics show two decimal places in the desktop dashboard view, then the mobile view also shows metrics values with two decimal places.

Tip

If the browser on your smartphone includes the **Add to Home screen** option in the menu, you can use it to create a shortcut to your Advisors mobile application on your device's home screen.

Device-aware Applications



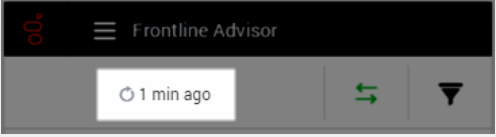
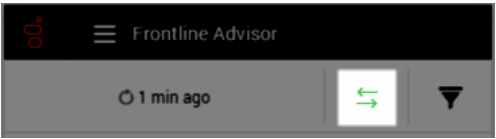
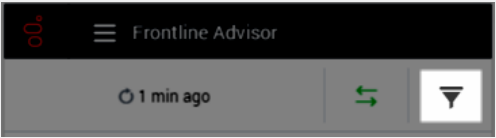
Advisors applications are device-aware. If you log in to an Advisors application on a mobile device, then the mobile view of the application opens. In the drop-down menu at the top of the mobile application, there is an option that lets you switch to the desktop view. When viewing the full Frontline Advisor dashboard on your mobile device, you can easily switch back to the mobile view by selecting that option in the menu under your user name.

There is no option to switch to the mobile-device view when you are using a desktop device to view the Advisors dashboards.

Advisors Mobile View Overview

When you initially open the Frontline Advisor application on a mobile device, you see the hierarchy

that displays in your desktop application's **Hierarchy** pane. You will recognize some of the information and buttons that display on the toolbar at the top of the mobile view from your desktop application. The following table describes the toolbar options.

Toolbar option	Description
	Last Updated timestamp: Tap the Last Updated timestamp to see the precise time at which data was last generated.
	Data Connection Status indicator: The Data Connection Status indicator changes to red when the dashboard cannot connect to the Frontline Advisor server. Tap the Data Connection Status indicator in your mobile view to see additional status information. If the Data Connection Status indicator remains red for an extended period of time, report it to your system administrator.
	Filter: The Filter icon at the top of the view opens a Filter pane. Select and deselect items on the Filter pane to refine the list of metrics that you are watching. For example, you might want to view only metrics that belong to the Short time profile group, or only metrics associated with voice interactions.

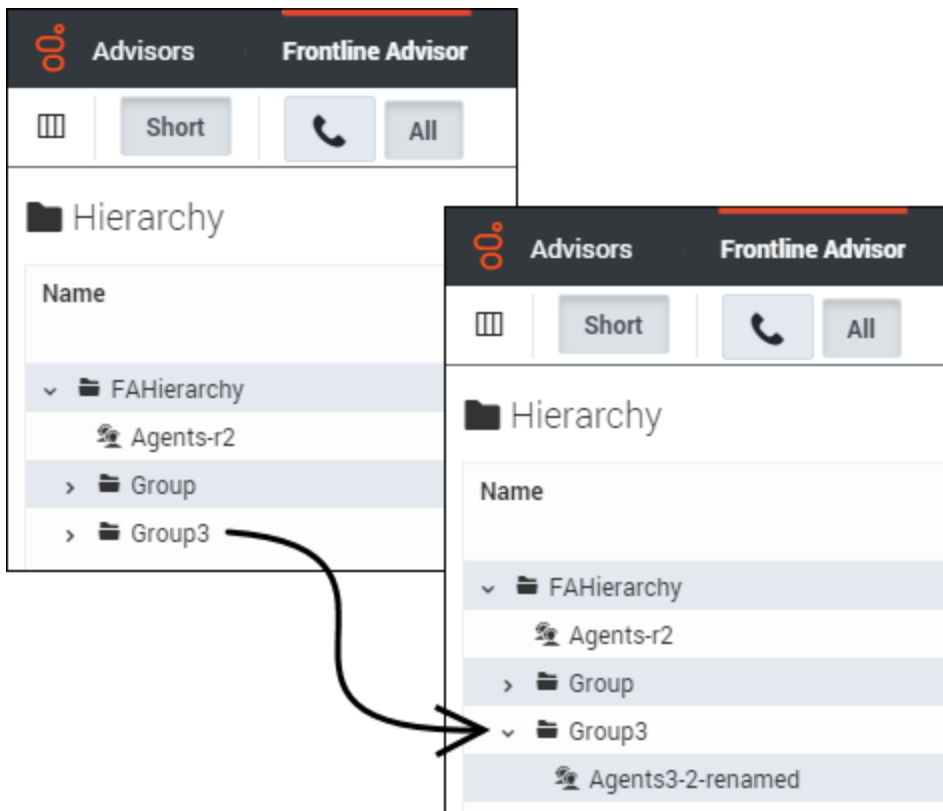
Changing the Displayed Metrics in Mobile View

Advisors mobile view does not include **Column Chooser**. If you have access to **Column Chooser**, then Genesys recommends that you use your desktop application to specify the metrics to display on your dashboard before using the mobile-friendly Frontline Advisor application. However, if you need to display a metric on your mobile view that is not currently included on your dashboard, and you do not have access to a desktop device, then you can [switch to desktop view](#) on your mobile device, open **Column Chooser**, and change the list of metrics selected for dashboard display. The display of metrics in both your desktop application and your mobile view is updated whenever you make changes to the list of selected metrics in the desktop application's **Column Chooser** window. Refresh your mobile view to see the updated selection of metrics.

Example: Drilling down through the hierarchy in mobile view

The figures below compare navigation in the Frontline Advisor desktop application's **Hierarchy** pane with navigation in the hierarchy view on a mobile device to demonstrate how to drill down (or up) through the mobile view hierarchy to find information about business objects and how they are performing.

The following figure shows how to drill down through the hierarchy in the **Hierarchy** pane when you use the Frontline Advisor desktop application.



The following figure shows how to drill down through the hierarchy in the Frontline Advisor mobile view. This is the same hierarchy that is demonstrated in the [preceding figure](#). In the mobile view, you tap the arrow beside a business object name to drill down or up through the hierarchy.

