GENESYS™

Frontline Advisor

Release Notes 9.0.x

5/31/2022

Table of Contents

Frontline Advisor 9.0.x Release Note

9.x **Frontline Advisor** is part of 9.x starting in 9.0.000.06.

This Release Note applies to all 9.0.x releases of Frontline Advisor. Links in the Available Releases section enable you to access information regarding a specific release.

Available Releases

[+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 9.0.0:

Release	Release Date	Release Type	Restrictions
9.0.003.11	05/31/22	Update	
9.0.003.09	04/17/20	Update	
9.0.003.04	08/05/19	Update	
9.0.002.09	04/05/19	Hot Fix	
9.0.002.03	12/21/18	General	Under Shipping Control
9.0.001.06	10/11/18	General	Under Shipping Control
9.0.000.10	08/09/18	Hot Fix	
9.0.000.06	07/05/18	General	Under Shipping Control

Frontline Advisor is platform-independent software. You can deploy the installation package on any operating system that Frontline Advisor supports, as listed on the Pulse Advisors page in the *Genesys Supported Operating Environment Reference Guide*.

For information about changes to the Pulse Advisors operating environment in a specific release, see the **What's New** section for that release in the Advisors Platform Release Note.

For information about 8.5.x releases of Frontline Advisor, see the 8.5 Release Note (Cumulative).

Discontinued Support

[+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see Discontinued Support in the *Genesys Supported Operating Environment Reference Guide*.

- MS SQL Server 2008
  Discontinued as of: 9.0.003.04

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of Frontline Advisor, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Related Resources

For additional information about Frontline Advisor, see the following documentation:

- The documentation related to this software is available from the Pulse Advisors product page.

- The *Genesys Performance Management Advisors Deployment Guide* provides details about installing and configuring Frontline Advisor.

- The Pulse Advisors page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Pulse Advisors components.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

Frontline Advisor

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Frontline Advisor. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also Internationalization Issues.

Multi-byte languages are not supported.

If you run the Advisors dashboard(s) in Microsoft Internet Explorer in your enterprise, Genesys recommends that you disable the Compatibility View mode.

Currently, there is no **Print** button available for the Frontline Advisor dashboard.

The Frontline Advisor (FA) accessible dashboard might fail to load successfully while the FA hierarchy is being modified.

Workaround: Users can try reloading the accessible dashboard at a later time. You might find it helpful to adjust permissions to the FA hierarchy such that the dataset on the accessible dashboard is smaller. In that scenario, data is returned faster, which can reduce the likelihood that this issue will occur.

If the FA dashboard is paused, and the user changes hierarchy nodes in the **Hierarchy** pane while it is paused, the dashboard will not reload. Genesys recommends that users avoid changing the hierarchy node selection when the dashboard is paused.

Workaround: If a user selects a different node in the hierarchy while the dashboard is paused, the user must enable the dashboard ("unpause" the dashboard) to allow it to update. This can be done either before or after the node selection change.

The Frontline Advisor (FA) state metric "Logged On" (agents) does not update at the aggregation frequency configured in the FA administration console for state metrics. Instead, it updates at the aggregation interval set for performance metrics. All other state metrics update correctly. This issue affects all 9.0 versions of Frontline Advisor.

Workaround: To work around this issue, Genesys recommends that you create a new custom FA source state metric with the same configuration as the "Logged On" source metric and add a corresponding custom report metric, which you can then use to replace the default metric on the Frontline Advisor dashboard. The numeric value for this new custom version of the "Logged On" state metric updates at the frequency/interval configured for state metrics.

ID: **GFA-5074**	Found In: **9.0.000.03**	Fixed In:

When you change the preconfigured time profile interval on the **Frontline Advisor** page in the Advisors administration module, you might see an error message that indicates that the update to the SYSTEM Settings failed. If this happens, ignore the message (despite the message, the change is saved).

ID: **GFA-5068**	Found In: **9.0.003.04**	Fixed In:

Frontline Advisor hierarchy changes might be applied inconsistently when adding or removing agents from the same parent elements multiple times while the hierarchy is being reloaded (manually or during the nightly reload).

Workaround: If you find an inconsistency in the hierarchy, Genesys recommends that you reload the hierarchy, either manually or by waiting for the nightly reload. It is best to do the hierarchy reload when there is a low volume of changes being applied to the hierarchy.

ID: **GFA-5041, GFA-4626**	Found In: **8.5.101.17**	Fixed In:

High Availability (HA) configuration of Frontline Advisor might not work properly when configured with other HA-capable applications within the same Advisors Platform installation (that is, the same Tomcat servlet container).

Workaround: Install no other Advisors components in the same Platform installation as the Frontline Advisor Primary or Backup instance. In particular, avoid the installation of Advisors Web Services, Workforce Advisor, and Contact Center Advisor in the same Platform installation as a Frontline Advisor Primary or Backup.

ID: **GFA-5038**	Found In: **9.0.000.06**	Fixed In: **9.0.000.10**

The Frontline Advisor hierarchy fails to show in the dashboard when you set user access permissions only on the subfolders in the **Agent Groups** or **Persons** directory in your Genesys configuration interface. For a user to see the hierarchy in the Frontline Advisor **Hierarchy** pane, you must set Read permission for that user starting at the root level of the **Agent Groups** or **Persons** folder (be sure to check the **Propagate** box).

ID: **GFA-5004**	Found In: **8.5.202.09**	Fixed In: **9.0.000.10**

Most metrics without calculated values will be displayed as having the dash ("-") value on the Frontline Advisor (FA) dashboard. There is currently no distinction between metrics that are not applicable to their associated object (normally displayed with value "N/A") and metrics that have no value for any other reason (displayed with the value "-").

ID: **GFA-4907**	Found In: **8.5.202.09**	Fixed In:

Frontline Advisor continues to include the Call Type and Current Skill agent-level state metrics in Column Chooser, however these two metrics are no longer supported. Previously, these metrics were supported only on Cisco environments using Advisors Cisco Adapter (ACA), support for which has ended. The metrics display no data in a deployment that uses Advisors Genesys Adapter (AGA).

ID: **GFA-4887**	Found In: **8.5.202.09**	Fixed In:

Thresholds for custom "current"/point-in-time time profile metrics are not evaluated and do not trigger alerts. Default (out-of-box) "current"/point-in-time time profile metrics thresholds continue to work as expected.

ID: **GFA-4212**	Found In: **8.5.000.10**	Fixed In:

When Frontline Advisor (FA) is restarted without restarting the Advisors Genesys Adapter, only changes reported by Stat Server from the moment FA is restarted are shown. The dashboard accounts for changes only for the activities that have changes that started after the moment of restart. To force the dashboard to reset so it will display the entire snapshot of statistics, all AGA instances must be restarted whenever FA is restarted.

ID: **GFA-4181, GFA-4112**	Found In: **8.5.000.04**	Fixed In:

Some FA team-only metrics will not be available for editing in the Advisors Administration Report Metrics Manager by default with normal permissions.

Workaround: Add the following Role-Based Access Control (RBAC) permissions objects and give Administration users permission to them.
Under **Business Attributes** > **Advisors Metrics** > **Attribute Values** > **Frontline Advisor** > **Teams**, add the following:
```
FrontlineAdvisor.Team.All.tnotReady
FrontlineAdvisor.Team.All.thold
FrontlineAdvisor.Team.All.tready
FrontlineAdvisor.Team.All.ttalking
FrontlineAdvisor.Team.All.twrap
FrontlineAdvisor.Team.All.tlogged
FrontlineAdvisor.Team.All.tawnr
```

ID: **GFA-4166**	Found In: **8.5.000.10**	Fixed In: **9.0.002.09**

In the Column Chooser, the **Channel** column in both the **Available Metrics** and **Selected Metrics** panes fails to sort correctly when you click the column heading. If you install the release 9.0.000.10 Hot Fix patch, you might continue to experience the issue, but only occasionally. In Genesys testing, the issue occurred sometimes after switching libraries, for example.

ID: **CAWU-12874, CAWU-13127**	Found In: **8.5.202.09**	Fixed In:

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Frontline Advisor unless otherwise noted in the issue description.

There are no internationalization issues for this product.

Release 9.0.0

Frontline Advisor Release Notes

You can find links to Release Notes for particular 9.0.0 releases of Frontline Advisor, if available, in the tree menu on the left or in the list of Available Releases.

9.0.003.11

9.x **Frontline Advisor** is part of 9.x starting in 9.0.000.06.

Frontline Advisor Release Notes

Release Date	Release Type	Restrictions
05/31/22	Update	

Frontline Advisor is platform-independent software. You can deploy the installation package on any operating system that Frontline Advisor supports.

What's New

This release contains the following new features and enhancements:

- **Compatibility**–This release is compatible with the following Advisors components:
    - Advisors Platform release 9.0.003.11
    - Advisors Genesys Adapter release 9.0.003.11
    - Contact Center Advisor/Workforce Advisor release 9.0.003.11

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Pulse Advisors

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

This release includes security fixes related to potential Apache Log4j vulnerabilities (CVE-2021-410, CVE-2019-17571). In particular, Log4j 1.2.17 has been replaced with reload4j 1.2.20. (PLT-8376)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.003.11.

9.0.003.09

9.x **Frontline Advisor** is part of 9.x starting in 9.0.000.06.

Frontline Advisor Release Notes

Release Date	Release Type	Restrictions
04/17/20	Update	

Frontline Advisor is platform-independent software. You can deploy the installation package on any operating system that Frontline Advisor supports.

What's New

This release is compatible with the following Advisors components:

- Advisors Platform release 9.0.003.09
- Advisors Genesys Adapter release 9.0.003.09
- Contact Center Advisor/Workforce Advisor release 9.0.003.09

Resolved Issues

This release contains no resolved issues.

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Pulse Advisors

Genesys Products

- List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 9.0.003.09.

9.0.003.04

9.x **Frontline Advisor** is part of 9.x starting in 9.0.000.06.

Frontline Advisor Release Notes

Release Date	Release Type	Restrictions
08/05/19	Update	

Frontline Advisor is platform-independent software. You can deploy the installation package on any operating system that Frontline Advisor supports.

What's New

This release contains the following new features and enhancements:

- **Updates to Oracle and MS SQL Server Database Support**—See the Advisors Platform Release Note for information about support for additional versions of both Oracle and MS SQL Server database software. (PLT-8244, PLT-8206, PLT-8141)

- **CentOS Support**—Support for CentOS Linux 7.6 operating system. See the Pulse Advisors page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems. (PLT-8144, PLT-8141)

- **OpenJDK Support**—Support for OpenJDK 11. (PLT-8190)

- **Oracle JDK Support**—Support for Oracle Java 11. (PLT-8280)

- **Update to Apache Tomcat Support**—See the Advisors Platform Release Note or the Pulse Advisors page in the *Genesys Supported Operating Environment Reference Guide* for information about support for a newer version of Apache Tomcat. (PLT-8236)

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Pulse Advisors

Genesys Products

- List of Release Notes

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.003.04.

9.0.002.09

9.x **Frontline Advisor** is part of 9.x starting in 9.0.000.06.

Frontline Advisor Release Notes

Release Date	Release Type	Restrictions
04/05/19	Hot Fix	

Frontline Advisor is platform-independent software. You can deploy the installation package on any operating system that Frontline Advisor supports.

What's New

This release contains the following enhancement:

- **Updated Dashboard Styling**—There are changes to some of the colors and styling used on the Frontline Advisor dashboard. For example, the Genesys logo and the line that displays over the active component in the navigation bar are now red. The animated "loading" icon has been updated as well. (PLT-8154)

Resolved Issues

This release contains the following resolved issue:

Changes have been made to the Report Metrics Manager that correct a problem that previously resulted in some Frontline Advisor team-only metrics being unavailable for editing in the Report Metrics Manager with standard Advisors role-based access control (RBAC) permissions. In other words, it is no longer necessary to create special metric attribute values in Configuration Server for team metrics and assign access permissions to Administration users. (GFA-4166)

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Pulse Advisors

Genesys Products

- List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 9.0.002.09.

9.0.002.03

9.x **Frontline Advisor** is part of 9.x starting in 9.0.000.06.

Frontline Advisor Release Notes

Release Date	Release Type	Restrictions
12/21/18	General	Under Shipping Control

Frontline Advisor is platform-independent software. You can deploy the installation package on any operating system that Frontline Advisor supports.

What's New

This release contains the following new features and enhancements:

- **Improved Dashboard Performance** — The performance of the Frontline Advisor dashboard has been improved, which includes improved rollup performance. The dashboard loads into the browser faster than it did in previous 9.0 releases and is quicker to respond to user activity, even in large configurations and in any supported browser. For example, as you select nodes in the **Hierarchy** pane, the **Team** pane updates more quickly than it did previously. (GFA-5047, PLT-7877)

- **Improved Startup Time** — Frontline Advisor startup time has been improved. (GFA-5050)

- **Improvements to Search Functionality in the Hierarchy Pane** — The Frontline Advisor **Hierarchy** pane now retains each node's expanded/contracted status after you clear a search term from the pane's **Search** field. (GFA-4889)

- **Improved Dashboard Filter Functionality** — In the Frontline Advisor dashboard toolbar, it is now easier to see which filters are enabled and which are disabled. For example, if you click the Voice channel filter to enable it, it will display as a much darker color than the channel filters that are disabled. (GFA-4870)

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Pulse Advisors

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

Previously, there was a "race" condition that could occur when you were manipulating the Frontline Advisor hierarchy. The condition did not affect the dashboard, but it could cause an `IndexOutOfBoundsException` error to be printed in the logs. This issue has been corrected in this release. (GFA-5055)

Requests made for Frontline Advisor (FA) data while FA is starting will no longer log exceptions. During this time, state metric data can still be successfully returned, if available, until both state and performance data are fully available. (GFA-5046)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.002.03.

9.0.001.06

9.x **Frontline Advisor** is part of 9.x starting in 9.0.000.06.

Frontline Advisor Release Notes

Release Date	Release Type	Restrictions
10/11/18	General	Under Shipping Control

Frontline Advisor is platform-independent software. You can deploy the installation package on any operating system that Frontline Advisor supports.

What's New

This release contains the following new feature and enhancement:

- **Automatic Historical Data Cleanup**—An Advisors database administrator can delete or purge historical data with a scheduled job or a manual operation. The historical data purge process for FA relies on the following property that is recorded in the Platform database table CONFIG_PARAMETER, which purges archived threshold violations:

    fa.archive.purging.timeframe.months

    Starting with this release, the historical data cleanup process runs automatically and on the schedule specified by the preceding property.

- In an Oracle installation, the job runs nightly. The job log contains the data cleanup results. The new automatic job is not created in your migrated schema if you already have a job created manually for the same purpose.

- In an MS SQL Server installation, the cleanup is done by XML Generator during the nightly refresh or at XML Generator startup. No SQL Server Agent job is created automatically and there is no check to verify if a manual job exists. You can drop any existing SQL Server Agent job, although it is not necessary to do so because both processes (manual and automatic) use the same purge parameters.

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Pulse Advisors

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

The Frontline Advisor dashboard now correctly shows or hides all of the toolbar buttons based on user access permissions. Previously, when a user did not have the `FrontlineAdvisor.SupervisorDashboard.ColumnChooser.canView` permission, the toolbar did not include the Column Chooser button, which was correct behavior, but it also failed to display the channel and time profile filter buttons although the `FrontlineAdvisor.SupervisorDashboard.ColumnChooser.canView` permission should have no effect on other buttons. The toolbar now correctly includes the channel and time profile filter buttons, regardless of the permission setting for Column Chooser visibility. (GFA-5048)

For new installations, the time profiles for FA metrics now match the general default FA time profiles setting. Previously, in new FA installations, the time profiles for FA metrics were not consistent with the general default FA time profile setting. Time profile configuration remains unchanged for existing installations. (GFA-4630)

The addition of a new FA hierarchy root folder(s) is now correctly reflected after hierarchy reload (manual or nightly) in subsequent updates from Advisors Web Services without restarting or logging out and in again. Changes to permissions have a one-hour cache timeout, which is normal operation that might impact some users' ability to see a change in hierarchy. Previously when you added a new hierarchy root folder to FA and clicked the **Hierarchy Reload** button, the new hierarchy grouping did not show up in the **Hierarchy** pane and you had to log out and log in again to load the new hierarchy. (GFA-3627)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.001.06.

9.0.000.10

9.x **Frontline Advisor** is part of 9.x starting in 9.0.000.06.

Frontline Advisor Release Notes

Release Date	Release Type	Restrictions	AIX	Solaris	Linux	Windows
08/09/18	Hot Fix				Platform independent within supported platforms*	
*There is one Installation Package (IP) for Advisors. The OS Group identified on your software DVD might be "Windows", but the installation file can be used with a Windows platform or a Linux platform.						

What's New

This release contains the following new features and enhancements:

- **Enhanced Permissions Functionality for the FA Hierarchy** — Permissions to the folders and agent groups in the configured Frontline Advisor (FA) hierarchy are now interpreted in such a way as to allow for selective display of one or more subtrees of the hierarchy for each user. The standard permissions logic applies within each subtree, but users can now have root folders under the configured application root folder(s) displayed on the FA dashboard without permission to, and without displaying, the parent folders.

    More specifically, FA will now display the first child elements (folders and/or agent groups) to which a user has been granted access permission in the Configuration Server under the configured hierarchy root folder(s) even if that user does not have access permission to the respective parent folders. Child folders and/or agent groups of these first permitted child elements will be displayed only if the user has been granted access permission to all of their ancestors. (GFA-5004)

- **Release Compatibility** — This release of FA is compatible with the following Advisors components:
    - Advisors Platform release 9.0.000.10
    - Advisors Genesys Adapter release 9.0.000.10
    - Contact Center Advisor/Workforce Advisor release 9.0.000.10

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Pulse Advisors

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

You can again deploy FA in a High Availability (HA) configuration. FA instances starting in Backup execution mode as part of an HA configuration will correctly defer running the FA server aggregation (rollup) and not interfere with operation of the Primary instance. In the previous release, Frontline Advisor servers running in the Backup execution mode would interfere with the operation of the Primary Frontline Advisor server, making the HA configuration inoperable.

Note, however, that Frontline Advisor HA configuration might not work properly when configured with other HA-capable applications within the same Advisors Platform installation (that is, the same Tomcat servlet container). Install no other Advisors components in the same Platform installation as the Frontline Advisor Primary or Backup instance. In particular, avoid the installation of Advisors Web Services, Workforce Advisor, and Contact Center Advisor in the same Platform installation as a Frontline Advisor Primary or Backup. (GFA-5038, GFA-5040)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.10.

9.0.000.06

9.x This is the first 9.x release of **Frontline Advisor**.

Frontline Advisor Release Notes

Release Date	Release Type	Restrictions	AIX	Solaris	Linux	Windows
07/05/18	General	Under Shipping Control			Platform independent within supported platforms*	
*There is one Installation Package (IP) for Advisors. The OS Group identified on your software DVD might be "Windows", but the installation file can be used with a Windows platform or a Linux platform.						

What's New

This release contains the following new features and enhancements:

- **Support for Mobile Devices** — You can now view the Frontline Advisors dashboard using your mobile device. 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.

- **Reason Code for Non-voice Only Agents** — Frontline Advisor now reports the reason code for non-voice only agents when used in a deployment with Stat Server release 8.5.109.19+.

- **Dashboard usability enhancements** — The following enhancements have been made to the Frontline Advisor dashboard:

  - The order in which channel filters (Voice, Web Chat, E-Mail, and All) display in Column Chooser and on the dashboard is now consistent across the applications.

  - Tooltips are easier to read.

  - For increased visibility, the highlighting on a row that you have selected in a pane is now dark blue.

  - To improve legibility, the tooltip associated with Agent Skills values on the **Team** pane now displays skills as a list, in cases where an agent has multiple skills.

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Pulse Advisors

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

The objects displayed on the Frontline Advisor **Hierarchy** pane are now sorted alphabetically within each node of the hierarchy. Previously, there was no apparent sort order. (GFA-4987)

The Frontline Advisor **Team** pane is now automatically updated when a team's structure is altered in the Configuration Server (agents are added or removed). Previously, the removal or addition of agents within a team might not be reflected on the **Team** pane if the team configuration changed while you were viewing that team. (GFA-4981)

Upgrade Notes

The following information describes changes that affect existing deployments that you will migrate to Advisors release 9.0:

- In installations with Oracle, the script has changed that grants Select privileges to the Platform user on views contained in the Advisors Genesys Adapter metrics views. For more information, see the Configure Oracle Metrics Data Sources page in the *Genesys Performance Management Advisors Deployment Guide*.

- After applying the migration scripts in an installation that uses the minimum privileges setup, you must apply the minimum privileges procedure again to add privileges for the new and altered objects:

  - In installations with MS SQL Server, a privileged MS SQL Server user must execute the spGrantExecute procedure with the runtime user name as a parameter in each MS SQL Server database.

  - In installations with Oracle, a privileged Oracle user must run the advisors-platform-<version>_UsersAndRoles.sql script.