



Performance Management Advisors 8.0

Frontline Advisor

Deployment Guide

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Preface

Welcome to the *Genesys Performance Management Advisors 8.0 Frontline Advisor Deployment Guide*. This document describes how to configure and deploy the Frontline Advisor module of Performance Management Advisors. This document is valid only for 8.0.x releases of this product.

Note: For versions of this document created for other releases of this product, visit the Genesys Technical Support website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

This preface contains the following sections:

- [About Frontline Advisor, page 7](#)
- [Intended Audience, page 8](#)
- [Making Comments on This Document, page 8](#)
- [Contacting Genesys Technical Support, page 9](#)
- [Document History, page 9](#)

For information about related resources and about the conventions that are used in this document, see the supplementary material starting on [page 47](#).

About Frontline Advisor

Frontline Advisor improves both agent performance and customer satisfaction by giving supervisors and managers a real-time view of their agents' activity. Customizable alerts draw immediate attention to performance-related activity, good or otherwise.

Real-time data enables supervisors to correct problems and reinforce progress as it happens, rather than after the break or during the next shift. Frontline Advisor puts everything supervisors and managers need to know in a single location, so they can capture the priority issues and quickly focus on high priority areas.

Current status, performance, and behavioral- or activity-based data can be presented in customized views. Sophisticated, configurable business rules

monitor key performance indicators and call attention to situations requiring immediate attention.

The alert activity in Frontline Advisor makes agent activity trends easier to identify.

Frontline Advisor is designed to help supervisors and managers raise their agents' performance, allowing them to instantly identify activities that need correction or additional training, as well as areas where agents are performing optimally.

Intended Audience

This document is primarily intended for systems implementers and systems administrators. It has been written with the assumption that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.
- Network design and operation.
- Your own network configurations.

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Japan	+81-3-6361-8950	support@genesyslab.co.jp
Before contacting technical support, refer to the <i>Genesys Technical Support Guide</i> for complete contact information and procedures.		

Document History

New in Document Version 8.0.001.04

Minor textual and screenshot corrections have been made in this release of this document.

Information about configuring Apache has been moved to the *Performance Management Advisors 8.0 Advisors Platform Deployment Guide*.

New in Document Version 8.0.001.02

Incorrect information on unsupported features has been removed.



Chapter

1

Frontline Advisor Deployment

This chapter describes how to install Genesys Frontline Advisor Agent Advisor 8.0 in a Microsoft Windows 2003 Server environment. It contains the following sections:

- [Overview, page 11](#)
- [Installation Summary, page 12](#)

Overview

This document describes how to install Genesys Frontline Advisor and Agent Advisor in a Windows 2003 Server environment. Note that version numbers in the final release may be different from those in the screen captures in this document.

Beginning with release 8.0, Frontline Advisor requires either the Genesys Adapter or the Cisco Adapter to be present in order to connect to the appropriate data source system

Prerequisites

The following software must be installed and configured before you install the Frontline Advisor modules:

1. Java Development Kit Installation, version JDK 1.6.
2. Genesys Advisors Platform 8.0 and Administration Workbench option as part of the platform installation.
3. Apache HTTP Server 2.2.
4. Microsoft SQL Server 2005.
5. Either Genesys Adapter or Cisco Adapter.

Installation Summary

Installation Contents

The following files are shipped with the Frontline Advisor distribution:

- Frontline Advisor database script:
 - `fa-new-database-<version>.sql`
- Frontline Advisor installer:
 - `gfa-server-installer-<version>.jar`
- Monitoring Hierarchy Database script:
 - `fa-hierarchy-mssql-<version>.sql`
- Files in the Supplemental folder:
 - `PopulateHierarchy.sql`
 - `DropAllFADBObjects.sql`
 - `RemoveFAUsersFromFA.sql`
 - `SetObjectLevelPermissions.sql`
 - `CleanCmmConfigsAtFadb.sql`
- Files in the Migrations folder:
 - `fa_mssql_ddl_3.3.sql`
 - `fa_mssql_initial_upload_3.3.sql`
 - `fa-database-migration-3.3-to-8.0.sql`
 - `hierarchy_mssql_ddl_3.3.sql`
 - `hierarchy-migration-3.3-to-8.0.sql`

Installation Steps

The installation steps are:

1. “Creating the Frontline Advisor Database” on [page 15](#).
2. “Creating the Monitoring Hierarchy Database” on [page 21](#).
3. “Installing Frontline Advisor” on [page 25](#).
4. “Populating the Monitoring Hierarchy Database” on [page 35](#).
5. “Configuring Apache Routes” on [page 44](#).
6. “Starting the Frontline Advisor Service” on [page 43](#).
7. “Verifying Server Connections” on [page 44](#).

Optional Configuration

Notes: You must not define users in the Frontline Advisor database—you must let the Monitoring Hierarchy Importer do this. For more information, see “Creating the Monitoring Hierarchy Database” on [page 21](#).

The first time Frontline Advisor is started, the entire Monitoring Hierarchy is imported from the source that was defined during installation. This may take some time. Do not stop or restart the server during this time.



Chapter

2

Creating the Frontline Advisor and Monitoring Hierarchy Databases

This chapter describes how to create the local SQL database. It contains the following sections:

- [Creating the Frontline Advisor Database, page 15](#)
- [Creating the Monitoring Hierarchy Database, page 21](#)

Creating the Frontline Advisor Database

The following procedure requires administrator access. If security restrictions do not allow administrator access, then the customer should follow the steps described in “Creating a login to be used by the Frontline Advisor” on [page 18](#).

Procedure: **Creating the Frontline Advisor database**

Start of procedure

1. Connect to the SQL Server 2005 instance using Microsoft SQL Server Management Studio with the LoginID assigned to the SQL Server sysadmin server role. It can be sa or any other login assigned to the sysadmin server role and created for you by the DBA for temporary use during the deployment.
2. Right-click on Databases in the object explorer and choose New Database. Open the General screen (see Figure 1 on [page 16](#)).

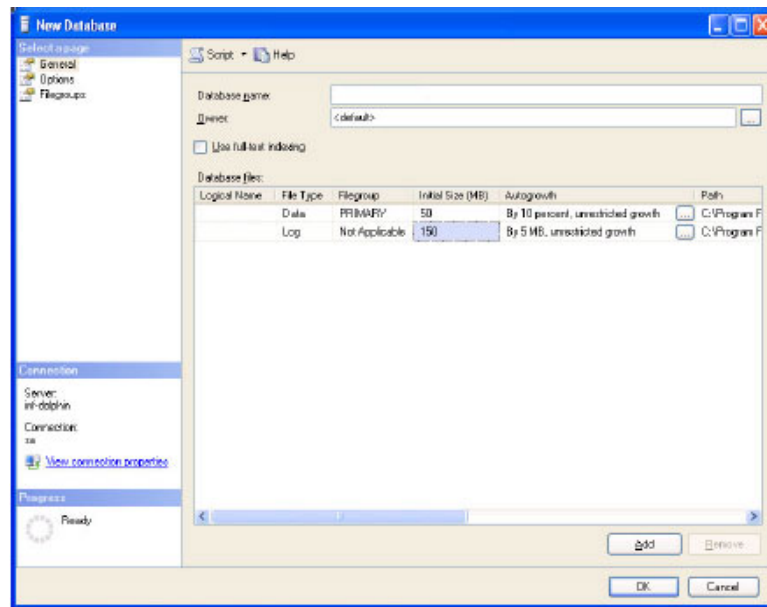


Figure 1: Database Properties—General

- a. Specify the database name—`advisors_fadb`, for example.
 - b. Leave the owner as `<default>`.
 - c. Specify 50 Mb as the initial data file size with Autogrowth set to By 10%, unrestricted file growth.
 - d. Specify 150 Mb as the initial log file size with Autogrowth set to By 5Mb, unrestricted file growth.
 - e. Change the pathnames to the data and log files if necessary.
3. Open the Options screen (see Figure 2 on [page 17](#)).

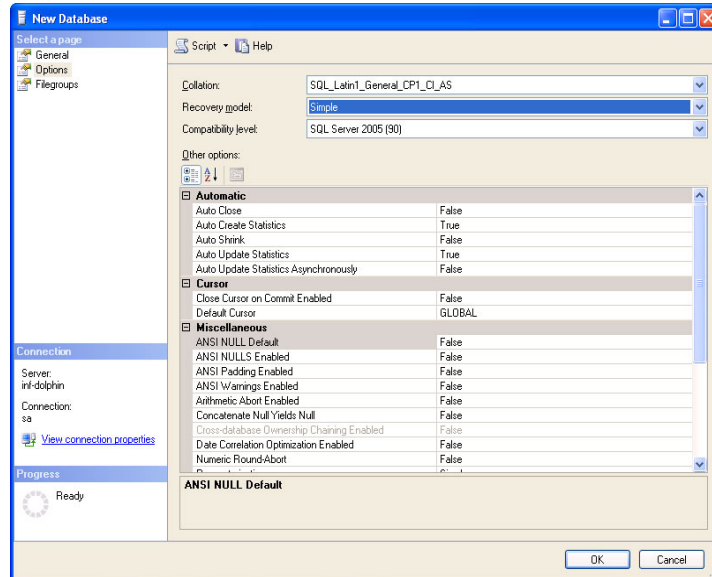


Figure 2: Database Properties—Options

- a. In the `Collation` field, select `SQL_Latin1_General_CP1_CI_AS`.
 - b. In the `Recovery model` field, select `Simple`.
 - c. Set `Auto Create Statistics` and `Auto Update Statistics` to the value `true`.
4. Click `OK`.
 5. Optionally, in the Object Explorer, expand `Databases`, `advisors_fadb`, `Security`, and `Schemas`.
 6. Right-click on `Schemas`, choose `New Schema`, then specify the schema name—`dbo`.
 7. Click `OK`. The database is created and properties are configured.

End of procedure

Procedure: Creating a login to be used by the Frontline Advisor

Start of procedure

1. In the Microsoft SQL Server Management Studio object explorer choose Server, then the Security screen.

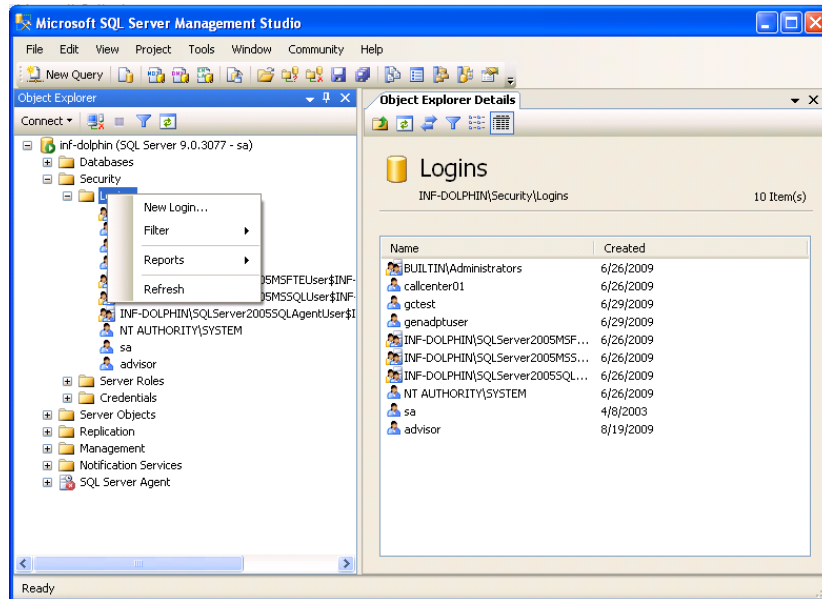


Figure 3: Server-Level Security

2. Right-click Logins and choose New Login.
 - a. Specify the login name (in this example Advisor).
 - b. Click the SQL Server Authentication radio button.
 - c. Specify a password that complies with the organization's security policy.
 - d. If strong passwords are part of the security policy, check the Enforce password policy check box.
3. Open the Login Properties - User Mapping screen.

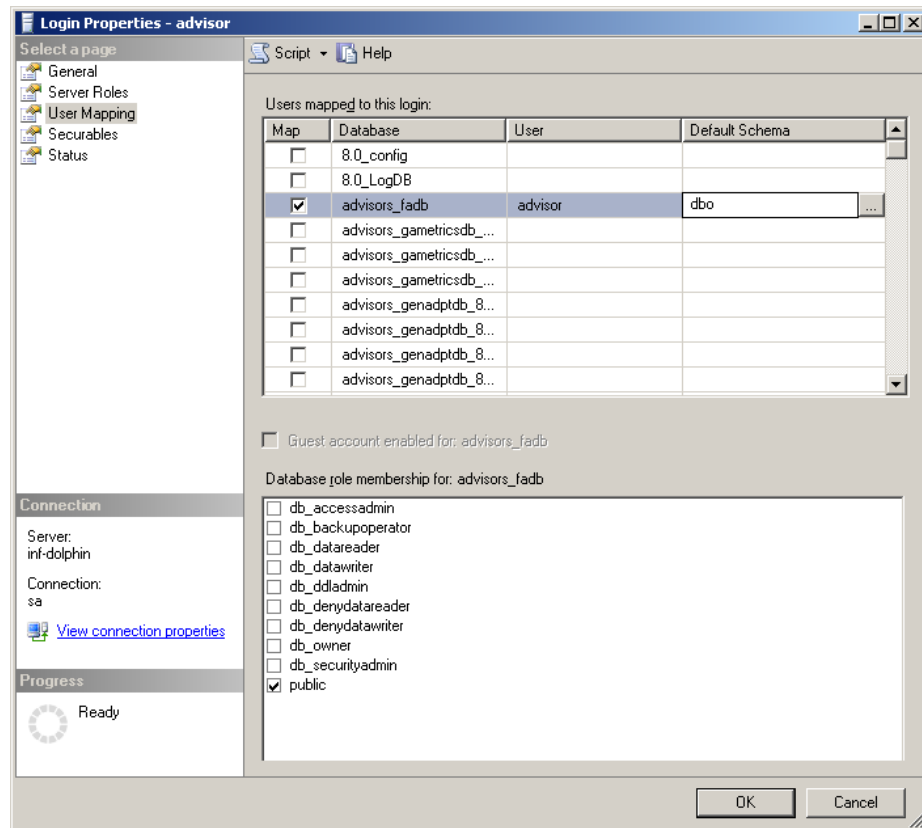


Figure 4: Login Properties—User Mapping 1

- a. Map the user (advisor in this example) to the newly created database by clicking the appropriate check box.
- b. Choose dbo as a default schema by clicking on the browse icon in the Default Schema column and selecting the schema.
- c. Click OK, then confirm your selection by highlighting it in the Select Schema dialog and clicking OK again. This returns you to the User Mapping screen.

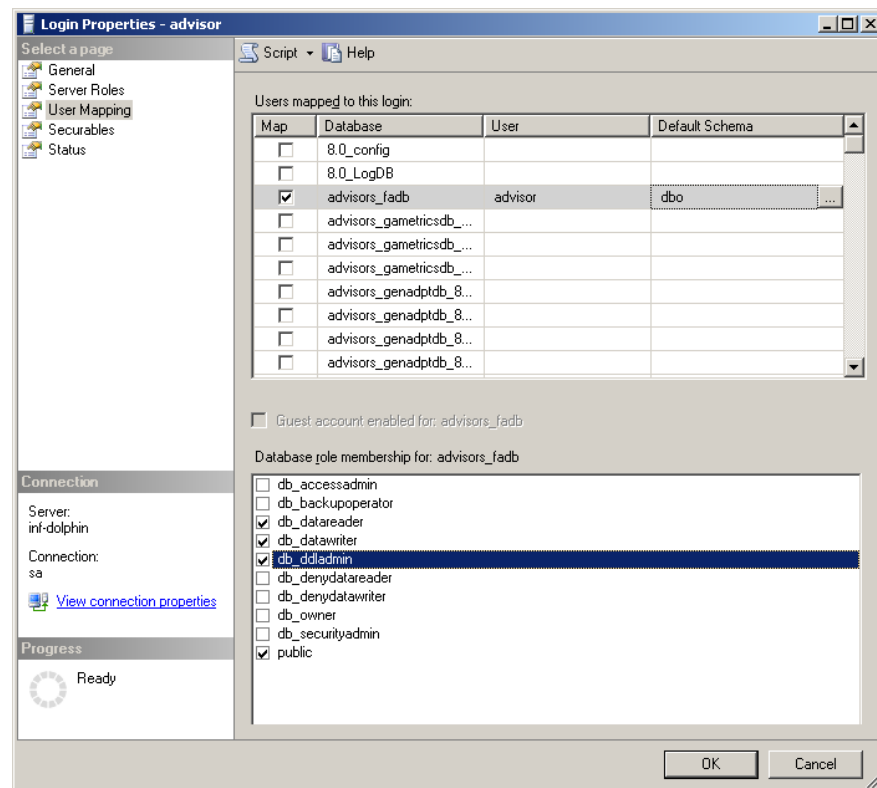


Figure 5: Login Properties—User Mapping 2

- d. Add the user to the db_owner database role or to all three of the following roles: db_datareader, db_datawriter, and db_ddladmin.

Note: If you choose db_datareader, db_datawriter, db_ddladmin option, ensure that after you create all of the database objects you complement the step described in “Assigning Additional User Permissions” on [page 21](#).

The login to be used by Frontline Advisor is created and configured.

4. Disconnect from the database engine, and reconnect using the user login created earlier.
5. Select the advisors_fadb database
6. For a new installation, execute script `fa-new-database-8.0.000.xx.sql`. Scroll down the query results tab and check for errors. Warnings can be ignored.

For a migration from a FA 3.3 database schema to an FA 8.0 database schema, run `fa-database-migration-3.3-to-8.0.sql` script.

End of procedure

Assigning Additional User Permissions

Assigning additional user permissions is applicable if the created database user was assigned to `db_datareader`, `db_datawriter` and `ddl_admin` roles but was not assigned to the `db_owner` role.

The user assigned to `db_datareader`, `db_datawriter` and `ddl_admin` roles must be granted only execute permissions for the stored procedures that exist in the created database.

Run the sql script, `SetObjectLevelPermissions.sql` that is present in the supplemental folder in the Frontline Advisor distribution bundle.

Creating the Monitoring Hierarchy Database

Procedure: Creating the Monitoring Hierarchy database

Prerequisites

The Monitoring Hierarchy database must be created on the same SQL server instance as the Frontline Advisor database.

Start of procedure

1. Connect to the SQL Server 2005 instance using Microsoft SQL Server Management Studio with the `LoginID` assigned to the SQL Server `sysadmin` server role. It can be `sa` or any other login assigned to the `sysadmin` server role and created for you by the DBA for temporary use during the deployment.
2. In the Object Explorer right-click on Databases and choose `New Database`. Open the `General` page.

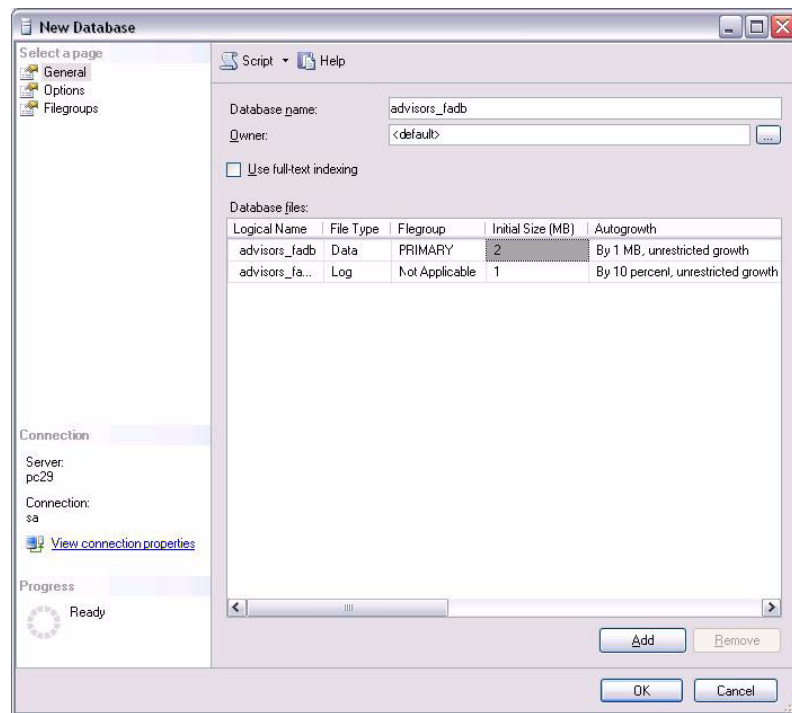


Figure 6: Database Properties—General

- a. Specify the database name.
 - b. Leave the owner as <default>.
 - c. Specify 50 MB as the initial data file size with Autogrowth set to By 10%, unrestricted file growth.
 - d. Specify 150 MB as the initial log file size with Autogrowth set to By 5Mb, unrestricted file growth.
 - e. Change the pathnames to the data and log files if necessary.
3. Open the Options page (Figure 7 on page 23).

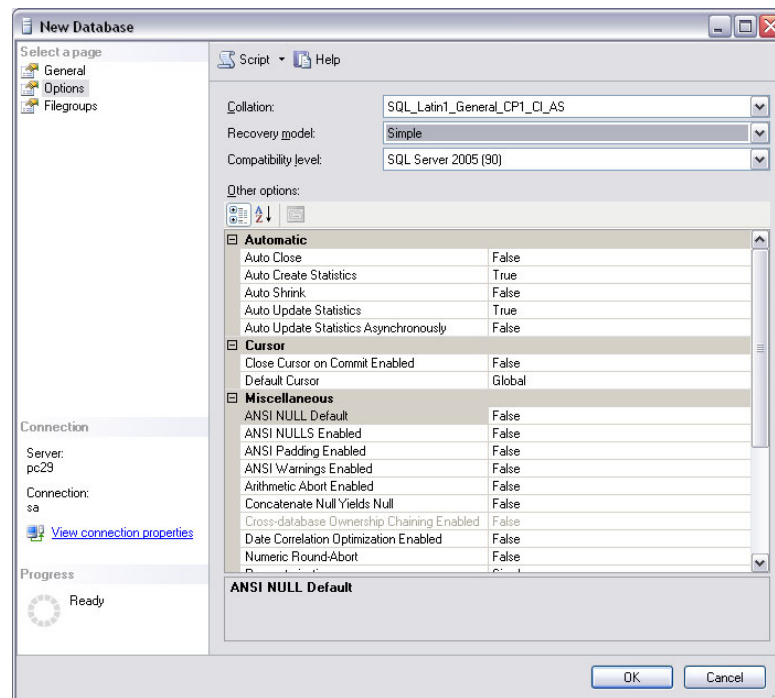


Figure 7: Database Properties, Options

- a. In the `Collation` field, select `SQL_Latin1_General_CP1_CI_AS`.
 - b. In the `Recovery model` field, select `Simple`.
 - c. Set `Auto Create Statistics` and `Auto Update Statistics` to value `true`.
4. Click `OK`, then `OK` again. The database is created and properties are configured.

5. Using Windows Explorer, navigate to the Frontline Advisor `fa-hierarchy-mssql-<version>.sql` file for your release.

If you are installing Frontline Advisor 8.0 without migrating from a previous version, run `fa-hierarchy-mssql-<version>.sql`. Make sure the result is successful. You can then ignore Step 6.

6. If you are migrating to Frontline Advisor 8.0 from 3.3, using Windows Explorer, navigate to the `migrations` subfolder for your release. Run the migration script `hierarchy-migration-3.3-to-8.0.sql`
7. Click `OK`. Depending on the number of agents being created, it may take up to a minute to complete.

End of procedure



Chapter

3

Installing Frontline Advisor

This chapter describes how to install Frontline Advisor 8.0. It contains the following sections:

- [Installing Frontline Advisor, page 25](#)
- [Automated Installation Options, page 31](#)
- [Troubleshooting Installation Errors, page 33](#)

Installing Frontline Advisor

Procedure: **Installing Frontline Advisor**

Purpose: To run the provided installer that gathers configuration information and installs the Frontline Advisor server as a Windows service.

Start of procedure

1. Log on to the server where the installation will occur. Make sure the `gfa-server-installer-<version>.jar` file can be found. You may need to unzip the distribution file from Genesys Advisors to find this file.
2. Double-click on the installer `gfa-server-installer-<version>.jar` file. The Frontline Advisor Modules to Install screen displays.

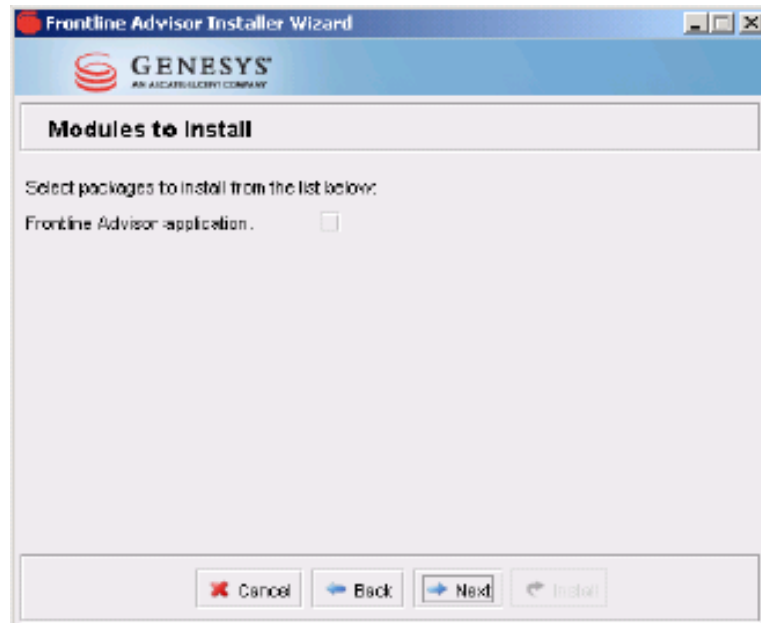


Figure 8: Frontline Advisor Modules to Install Screen

3. Select the Frontline Advisor application and click Next.
The Frontline Advisor Destination Directory screen displays.

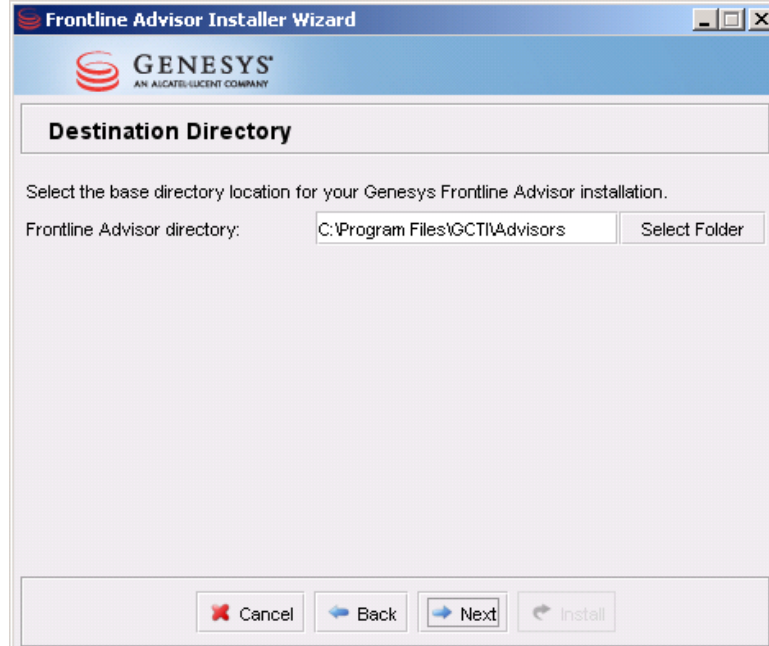


Figure 9: Frontline Advisor Destination Directory

4. Accept the default or install to a new location. The installation directory for Frontline Advisor server must be the same as the directory where Advisors Platform 8.0 was installed.
5. Click Next.
6. The Adapter Details screen is displayed.

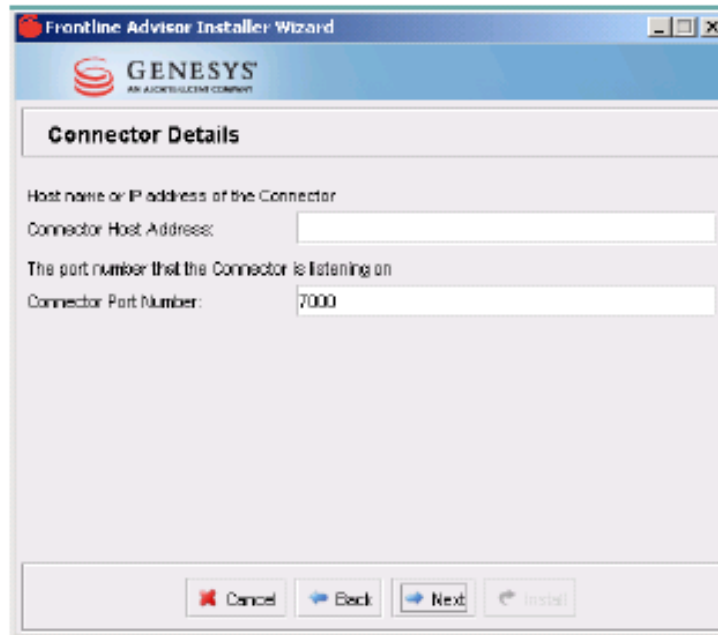



Figure 10: Adapter Details Screen

7. Enter the Adapter Host Address and Port Number details, then click Next. The Genesys Advisors Platform Database screen displays.



Figure 11: Advisors Platform Database Installer

8. Enter the Advisors Platform database connectivity parameters corresponding to those for the 8.0 FA database:
 - Database server (machine): for example, 192.168.100.122
 - Database port number: for example, 1433
 - If the database server is a named instance, then omit the port number.
 - Database name: for example, platform_db
 - Database user: for example, callcenter01
 - Database user password
 - Confirm database password
9. Click Next. The Frontline Advisor (FA) Database screen displays.



Frontline Advisor (FA) Database

Host name, IP address, or named instance of the database server for the FA database.

Database server: inf-dolphin

The port number that the database server is listening on.

Database port number: 1433

Database name: informiam_fadb

Database user: advisor

Database password:

Confirm database password:

Cancel Back Next Install

Figure 12: Frontline Advisor (FA) Database Screen

10. Enter the Frontline Advisor database connectivity parameters corresponding to those for the 8.0 FA database:
 - Database server (machine): for example, 192.168.40.70, or the host name of the machine where the Platform database is installed.
 - Database port number: for example, 1433
If the database server is a named instance, then omit the port number.
 - Database name: for example, advisors_fadb
 - Database user: for example, advisor
 - Database user password
 - Confirm database password
11. Click Next. The Hierarchy Staging Database Configuration screen displays (see Figure 13 on page 30).

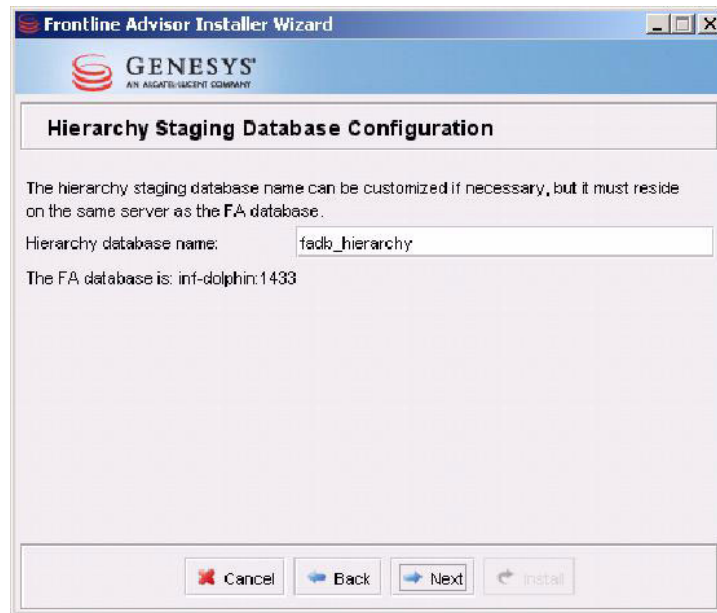


Figure 13: Hierarchy Staging Database Configuration

12. Type the Hierarchy database name, as previously created. The Failure Notification Configuration screen displays.

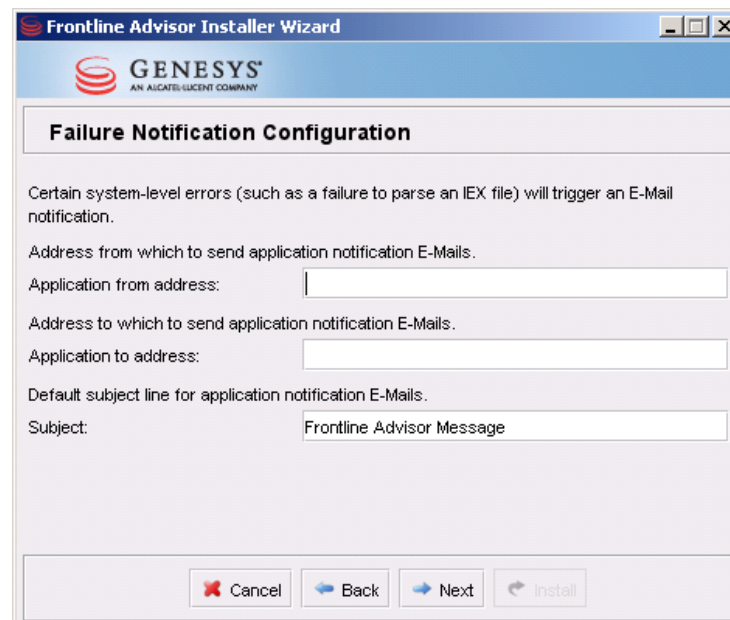


Figure 14: Failure Notification Configuration

13. Enter the e-mail parameters:
 - Application from address—For example, faadmin@genesyslab.com
 - Application to address—For example, faadmin@genesyslab.com

- Subject—For example, Frontline Advisor Message
14. Click Next. The Installation Progress screen displays until the installation is complete.
 15. After installation is complete, modify the Apache configuration file (`httpd.conf`) and add the following (if necessary) along with the other ProxyPass entries configured for Platform:


```
ProxyPass /fa/ ajp://<FA hostname>:8009/fa/
```

 Restart of Apache is then required.

End of procedure

Automated Installation Options

In addition to installing Frontline Advisor by entering all properties in the installer UI screens (*normal mode*), two automated installation modes are also available: *semi-silent* and *silent*.

- Semi-silent mode pre-populates all values in the installer UI. The user will be able to review these values and make corrections if necessary.
- Silent mode is similar to semi-silent mode, except that only an Installation Progress screen is displayed. Installation will proceed without confirmation, and will exit automatically with log output being written to file.

Specifying Input Properties

For both semi-silent and silent installation modes, all required properties for the installation options, including installation targets, passwords, and so on, must be present in a property file named `ant.install.properties`. This file must be located in the same directory from which the installer will be run.

An initial template can be generated by running the installer in normal mode, and then supplying values for the targets and other installation options. The installer will save these values (excluding passwords) in a file named `ant.userinstall.properties`. The input property file can then be obtained by copying this file to `ant.install.properties`, and then modifying the installation options as required for the specific configuration.

In order to reduce the risk of revealing sensitive information, password values are not written by the installer to the properties file. When the installer creates the `ant.userinstall.properties` file, password properties are created and commented out. For example:

```
#cp.database.password=
```

Once the `ant.userinstall.properties` file has been copied to `ant.install.properties`, you must locate the necessary password properties, uncomment them, and then add the actual password values. For example:

```
cp.database.password=supersecurepassword
```

Performing a Semi-Silent Installation

Semi-silent installation is enabled by running the installation jar with the `ant.install.properties` file present in the installer directory. No other changes are required.

Performing a Silent Installation

The silent installation mode is enabled by adding the `swing-auto` parameter when running an installation jar on the command line. For example, to perform a silent installation of Frontline Advisor, open a command prompt, navigate to the directory containing the installer jar, then run the following command (using the proper version number for “<version>”):

```
java -jar gfa-installer-<version>.jar swing-auto
```

Note: (Note that the `ant.install.properties` file must be present in the same directory.) All passwords must be uncommented and filled with values.

The installer will then run, using the values in the `ant.install.properties` file, and upon exit will indicate success or failure with a message and error codes.

A successful installation will look similar to the following:

```
$ java -jar gfa-installer-<version>.jar swing-auto
Loading self extractor...
Install Successful.
```

A failed installation will look like the following:

```
$ java -jar gfa-installer-<version>.jar swing-auto
Loading self extractor...
Install Failed.
```

After the installer has been run, these additional files will be present containing log and installer output information:

```
ant.install.log
installation-output.log
```

In the case of installation failure, the `installation-output.log` file can be consulted for further information. (Possible reasons for failure include a missing input properties file, incorrect property values—for example, database

passwords—or any other error that would cause a failure during normal installation mode.)

Note: It is strongly recommended to examine installation logs in case of successful installation. There might be non-fatal errors or warnings, which are important to note.

Troubleshooting Installation Errors

The following are parameter validation errors that you may encounter at the end of installation:

Table 1: Installation Error Messages

Error Message	Cause
<pre>[java] Failed to connect to the database using connection URL: [java] jdbc:sqlserver://192.168.xx.yy:nnn;DatabaseName=ys_fadb; user=sa;password=very_secure_pwd;selectMethod=cursor [java] The following exception was thrown: com.microsoft.sqlserver.jdbc.SQLServerException: The TCP/IP connection to the host 192.168.xx.yy, port nnn has failed. Error: "Connection refused. Verify the connection properties, check that an instance of SQL Server is running on the host and accepting TCP/IP connections at the port, and that no firewall is blocking TCP connections to the port.</pre>	<p>Wrong database server name / IP address or port number</p>

Table 1: Installation Error Messages (Continued)

Error Message	Cause
<pre>[java] Failed to connect to the database using connection URL: [java] jdbc:sqlserver://192.168.xx.yy:nnnn;DatabaseName=NotA PlatformDB;selectMethod=cursor;user=sa;password=very_secure _pwd [java] The following exception was thrown: com.microsoft.sqlserver.jdbc.SQLServerException: The TCP/IP connection to the host 192.168.xx.yy, port nnnn has failed. Error: "connect timed out. Verify the connection properties, check that an instance of SQL Server is running on the host and accepting TCP/IP connections at the port, and that no firewall is blocking TCP connections to the port."</pre>	Wrong database name
<pre>[java] Exception while connecting: Login failed for user 'badUserId'. [java] url used: jdbc:sqlserver://192.168.xx.yy:nnnn;DatabaseName=ys_fadb; selectMethod=cursor;user=badUserId;password=very_secure_ password</pre>	Wrong database user name or password



Chapter

4

Populating the Monitoring Hierarchy Database

This chapter describes how to populate the Monitoring Hierarchy database. It contains the following sections:

- [Overview, page 35](#)
- [Loading Data into the Monitoring Hierarchy Database, page 36](#)

Overview

The Frontline Advisor (FA) application loads the hierarchy data from the hierarchy database. The hierarchy database resides on the same SQL server as the Frontline Advisor database.

The default name of the hierarchy database is `fadb_hierarchy`. It is specified in multiple records in the `FA_DataSources` table of the FA database. The name of the hierarchy database can be changed if necessary; the database should be updated with the new name. The hierarchy database can also be changed as part of the FA installation.

The database with the corresponding name must be created by a DBA or a member of the services team.

The recovery model, the collation, and the user must be the same as that of the Frontline Advisor database.

The distribution contains a separate script that creates hierarchy database objects, which must be run against the database once it is created.

The content of the hierarchy database must be prepared before the Frontline Advisor application is started for the first time.

Import Schedule

The first time Frontline Advisor is started, the entire Monitoring Hierarchy is imported from the source that was defined during installation. Once Frontline Advisor is running, the Monitoring Hierarchy Importer is scheduled to run daily at 2:55 a.m. server time.

Loading Data into the Monitoring Hierarchy Database

You should load data into the `fadb_hierarchy` database using the following sequence and the rules described in these subsections:

1. “FA_HIER_Person Table” on [page 36](#)
2. “FA_HIER_Agent Table” on [page 36](#)
3. “FA_HIER_Team Table” on [page 37](#)
4. “FA_HIER_Agent_Team_Member Table” on [page 38](#)
5. “FA_HIER_Supervisor_Team Table” on [page 39](#)
6. “FA_HIER_Supervisor_Supervisor Table” on [page 40](#)

FA_HIER_Person Table

Prepare the list of people who will have related data in the Frontline Advisor application—that is, managers of all levels and agents—then load the data into the Person table of the hierarchy database.

- A unique enterprise-wide ID must be specified for each person. `BadgeID` or `EmployeeID` are examples of global IDs.
- The format of global IDs is not restricted. Global IDs can contain numbers as well as characters.
- The `GlobalID` and `LoginName` must be unique within the list.
- Records that contain `Unknown`, `Undefined`, `Enterprise` or any other artificial content are not acceptable.

Based on the first name, last name, and the e-mail pattern, the Frontline Advisor application generates the e-mail addresses for the Contact Center Advisor Contact table. The pattern for e-mails is taken from the hierarchy record of the Frontline Advisor `DataSources` table.

FA_HIER_Agent Table

Prepare the list of all agents, then load the data into the hierarchy Agent table.

- AgentSkillID must be unique within the same call management system. AgentSkillID is the ID that displays in the real-time agent data and in the details of the calls taken by an agent.
- The same person can have more than one AgentSkillID within the same call management system.
- Agents that do not belong to any team must not be present in the hierarchy database.
- If a person has a supervisor role (that is, is a team supervisor) as well as an agent role then this person must belong in the list of agents.

FA_HIER_Agent.

Table 2: FA_HIER_Agent Table

Field	Type	Description
AgentSkillID	varchar(500)	Call management system numeric ID assigned to an agent (such as SkillTargetID, or ACDID). Several AgentSkillIDs can be assigned to one agent identified by a unique PersonID.
PersonID	nvarchar(64)	A unique enterprise-wide ID assigned to an agent (such some EmployeeIDs or BadgeIDs). This is a foreign key which references the Person table. The Person table contains an enterprise-wide list of employees at all levels.
SourceID	int	The ID of the source related to an AgentSkillID—the data can be loaded from different call management systems. Since AgentSkillIDs can overlap in this case, a SourceID must be supplied with each AgentSkillID.

FA_HIER_Team Table

Prepare the list of all teams, then load the data into the hierarchy Team table.

- TeamID must be unique within the same call management system.

- Eliminate records such as Unknown or Undefined. The list must contain a set of valid teams.
- Each team must have a primary supervisor.

FA_HIER_Team

Table 3: FA_HIER_Team Table

Field	Type	Description
TeamID	nvarchar(64)	The ID of a team. TeamID is a part of the primary key. It is expected that the IDs of the teams that originate from different call management systems can overlap. SourceID is used to ensure each record's uniqueness.
EnterpriseName	varchar(256)	The name of a team.
PriSupervisor PersonID	nvarchar(64)	The PersonID of an employee who is a primary supervisor for the team. Each agent team can have only one primary supervisor.
SourceID	int	The ID of the source call management system agents from which are the members of the team. SourceID is a part of the primary key.

FA_HIER_Agent_Team_Member Table

Specify which agents are members of which teams.

Note that AgentSkillID from one call management system cannot be related to a TeamID from another call management system. The combination of TeamID and AgentSkillID must be unique within one call management system, that is, within one source.

FA_HIER_Agent_Team_Member

Table 4: FA_HIER_Agent_Team_Member Table

Field	Type	Description
TeamID	nvarchar(64)	The ID of a team. Agent TeamID is a part of the primary key. It is expected that the ids of the teams that originate from different call management systems can overlap. SourceID is used to insure each record's uniqueness.
AgentSkillID	varchar(500)	Call management system ID assigned to the agent (such as, SkillTargetID or ACDID.) Several AgentSkillIDs can be assigned to one person identified by a unique PersonID.
SourceID	int	The ID of the source related to the AgentSkillID (that is, the data can be loaded from different call management systems.) Since AgentSkillIDs can overlap in this case a SourceID must be supplied with each AgentSkillID.

FA_HIER_Supervisor_Team Table

Specify the list of all supervisors for each team including primary and backup supervisors.

FA_HIER_Supervisor_Team

Table 5: FA_HIER_Supervisor_Team Table

Field	Type	Description
TeamID	nvarchar(64)	The ID of a team. Agent TeamID is a part of the primary key. It is expected that the ids of the teams that originate from different call management systems can overlap. SourceID is used to ensure each record's uniqueness.
SupervisorPersonID	nvarchar(64)	PersonID of the employee who is a primary or backup supervisor for the team. Each agent team can have only one primary supervisor and several backup supervisors. The primary supervisor PersonID is stored in the FA_HIER_Team_Table.
SourceID	int	The ID of the source call management system. SourceID is a part of the primary key.

FA_HIER_Supervisor_Supervisor Table

Specify the hierarchy of managers.

- SupervisorPersonID and BossPersonID cannot be the same.
- In a pairing in which SupervisorPersonID contains PersonID1 and BossPersonID contains PersonID2, this pairing cannot also belong in another record where SupervisorPersonID contains PersonID2 and BossPersonID contains PersonID1.
- Both IDs must reference the IDs of real people in the Person table.
- In the hierarchy database, ignore the Contact table (a work table used by the loader procedure).

FA_HIER_Supervisor_Supervisor

Table 6: FA_HIER_Supervisor_Supervisor Table

Field	Type	Description
SupervisorPersonID	nvarchar(64)	PersonID of the supervisor
BossPersonID	nvarchar(64)	PersonID of the boss of the supervisor described in the previous row.



Chapter

5

Starting the Frontline Advisor Service

This chapter describes how to start the Frontline Advisor service. It contains the following section:

- [Starting the Frontline Advisor Service, page 43](#)
- [Configuring Apache Routes, page 44](#)
- [Verifying Server Connections, page 44](#)

Starting the Frontline Advisor Service

Procedure: **Starting the Frontline Advisor Service**

Start of procedure

1. Follow the Platform instructions to install the Windows service.
2. Each time the service is started, the Monitoring Hierarchy Loader runs.
3. Start the service and refresh a few times to make sure the service stays running.
4. Check the Platform log file if you experience problems. It may take up to 45 minutes to fully start Frontline Advisor depending on the number of agents and the complexity of the hierarchy.

End of procedure

Configuring Apache Routes

Please see the *Performance Management Advisors 8.0 Advisors Platform Deployment Guide* for details of configuring Apache.

Verifying Server Connections

Verifying the Frontline Advisor Server Connection

In your browser, type:

```
http://<IP Address of FA Installation:
8080>/fa/com.informiam.fa.admin.gwt.AdminConsole/AdminConsole.html
```

If the server is configured correctly and this is the first time you are logging in, the Login page displays. If this is not the first time you are logging in, the Administration page displays. You can exit from the Internet Explorer browser.

Verifying Apache Routing

Using a normal web browser to connect directly to the Apache server, log in and check the site. Use a URL that contains the host or IP address (and, optionally, the port if not on port 80) of the Apache server.

If configured correctly, the Login page displays. You can exit from the Internet Explorer browser.

Verifying the Genesys Advisor Browser Connection

To check the Frontline Advisor application, launch the Genesys Advisors browser, log in, and check the site.

Integrating External Links

To configure external links on the Manager Console and Agent Console, change the contents of the property file named `FrontlineAdvisor.properties` which is located in the Frontline Advisor installation directory under `C:\Program Files\GCTI\Advisors\conf`

In addition to setting the URL links, additional parameters can optionally be used:

- user
- moduleId
- TeamId

- `primarySupervisorPersonId`
- `agentPersonId`
- `errorCode`

The links can be changed after starting Frontline Advisor. Frontline Advisor must be restarted in order to reflect the changes to the links.

The following are acceptable link-in URLs for Genesys Advisors.

- `informiam://[host]/?user=[user_login]&module=FAAgentConsole`
- `informiam://[host]/?user=[user_login]&module=FASupervisorConsole`
- `informiam://[host]/?user=[user_login]&module=FAAdmin`

The module in the URL represents the code value of each module in Frontline Advisor Agent Advisor module table. Those values might be passed out to an external application by the link-out URL parameters.

The user must enter a password to log in to the Genesys Advisors by link-in URLs.

The following is an example of an acceptable link-out URL that follows the URL template in the `url.properties` file:

```
http://somehost?user&moduleId&teamId&primarySupervisorPersonId&agentPersonId&errorCode
```

- `user`
Filled in by the server when the user is authenticated.
- `moduleId`
Retrieved from the Platform database (MODULE table) based on the application deployment URL (such as, `/fa/SupervisorConsole`) provided by the client that requests the link-out URL.
- `teamId`
Filled in by the client
- `primarySupervisorPersonId`
Filled in by the client
- `agentPersonId`
Filled in by the client

Truncating the Violations Archive Table

The DBA on the client site must put a job in place that truncates the `FA_Violations_Archive` table. This truncation should take place on a schedule defined by client requirements.

Changing the Values at the Enterprise Node

The rules and thresholds are defined but disabled by default at the Enterprise level and cannot be removed from that level. Once the application starts up, these values can be changed and overridden at lower levels of the hierarchy for lower levels of control.



Supplements

Related Documentation Resources

The following resources provide additional information that is relevant to this software. Consult these additional resources as necessary.

Performance Management Advisors

- *Performance Management Advisors 8.0 Platform Deployment Guide* describes how to install and configure the Advisor Platform.
- *Performance Management Advisors 8.0 Frontline Advisor Deployment Guide* describes how to install and configure Frontline Advisor.
- *Performance Management Advisors 8.0 Cisco Adapter Deployment Guide* describes how to configure and install the Cisco Adapter.
- *Performance Management Advisors 8.0 Genesys Adapter Deployment Guide* describes how to configure and install the Genesys Adapter.
- *Performance Management Advisors 8.0 Contact Center Advisor & Workforce Advisor Deployment Guide* describes how to configure and install Contact Center Advisor Workforce Advisor.
- *Performance Management Advisors 8.0 Contact Center Advisor & Workforce Advisor Administrator User's Guide* describes how to configure your enterprise hierarchy and set up threshold rules/goals and users.
- *Performance Management Advisors 8.0 Contact Center Advisor User's Guide* describes how to personalize your display of information for monitoring and root cause analysis.
- *Performance Management Advisors 8.0 Workforce Advisor User's Guide* describes how to personalize your display of information for monitoring and root cause analysis.
- *Performance Management Advisors 8.0 Frontline Advisor Administrator User's Guide* describes how to perform administration functions for Frontline Advisor.
- *Performance Management Advisors 8.0 Frontline Advisor Manager User's Guide* describes how to perform manager functions for Frontline Advisor.

- *Performance Management Advisors 8.0 Frontline Advisor Agent Advisor User's Guide* describes how to perform agent functions for Frontline Advisor.
- *Performance Management Advisors 8.0 Alert Management User's Guide* describes how to manage the actions taken to resolve alerts and use the database to learn and repeat successes.
- *Performance Management Advisors 8.0 Resource Management User's Guide* describes how to maintain skill levels and agents.
- *Performance Management Advisors 8.0 Performance Monitor User's Guide* summarizes how to personalize your display of information for monitoring.
- *Performance Management Advisors 8.0 Workforce What-If Tool User's Guide* describes and gives examples of scenarios that illustrate how to adjust resource levels to achieve optimal outcomes.

Genesys

- *Genesys Technical Publications Glossary*, which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms used in this document.
- *Genesys Migration Guide*, which ships on the Genesys Documentation Library DVD, and which provides documented migration strategies for Genesys product releases. Contact Genesys Technical Support for more information.
- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at <http://genesyslab.com/support>.

Information about supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- [Genesys Supported Operating Environment Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

Consult these additional resources as necessary:

- *Genesys Hardware Sizing Guide*, which provides information about Genesys hardware sizing guidelines for Genesys releases.
- *Genesys Interoperability Guide*, which provides information on the compatibility of Genesys products with various Configuration Layer Environments; Interoperability of Reporting Templates and Solutions; and GPlus Adapters Interoperability.
- *Genesys Licensing Guide*, which introduces you to the concepts, terminology, and procedures relevant to the Genesys licensing system.

For additional system-wide planning tools and information, see the release-specific listings of System Level Documents on the Genesys Technical Support website, accessible from the [system level documents by release](#) tab in the Knowledge Base Browse Documents Section.

Genesys product documentation is available on the:

- Genesys Technical Support website at <http://genesyslab.com/support>.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

```
80fr_ref_06-2008_v8.0.001.00
```

You will need this number when you are talking with Genesys Technical Support about this product.

Screen Captures Used in This Document

Screen captures from the product graphical user interface (GUI), as used in this document, may sometimes contain minor spelling, capitalization, or grammatical errors. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

Type Styles

[Table 7](#) describes and illustrates the type conventions that are used in this document.

Table 7: Type Styles

Type Style	Used For	Examples
Italic	<ul style="list-style-type: none"> Document titles Emphasis Definitions of (or first references to) unfamiliar terms Mathematical variables <p>Also used to indicate placeholder text within code samples or commands, in the special case where angle brackets are a required part of the syntax (see the note about angle brackets on page 51).</p>	<p>Please consult the <i>Genesys Migration Guide</i> for more information.</p> <p>Do <i>not</i> use this value for this option.</p> <p>A <i>customary and usual</i> practice is one that is widely accepted and used within a particular industry or profession.</p> <p>The formula, $x + 1 = 7$ where x stands for . . .</p>

Table 7: Type Styles (Continued)

Type Style	Used For	Examples
<p>Monospace font (Looks like teletype or typewriter text)</p>	<p>All programming identifiers and GUI elements. This convention includes:</p> <ul style="list-style-type: none"> • The <i>names</i> of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages. • The values of options. • Logical arguments and command syntax. • Code samples. <p>Also used for any text that users must manually enter during a configuration or installation procedure, or on a command line.</p>	<p>Select the Show variables on screen check box.</p> <p>In the Operand text box, enter your formula.</p> <p>Click OK to exit the Properties dialog box.</p> <p>T-Server distributes the error messages in EventError events.</p> <p>If you select true for the inbound-bsns-calls option, all established inbound calls on a local agent are considered business calls.</p> <p>Enter exit on the command line.</p>
<p>Square brackets ([])</p>	<p>A particular parameter or value that is optional within a logical argument, a command, or some programming syntax. That is, the presence of the parameter or value is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information.</p>	<p>smcp_server -host [/flags]</p>
<p>Angle brackets (< >)</p>	<p>A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise.</p> <p>Note: In some cases, angle brackets are required characters in code syntax (for example, in XML schemas). In these cases, italic text is used for placeholder values.</p>	<p>smcp_server -host <confighost></p>



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