

About This Software

Frontline Advisor and Agent Option are Web-based products:

Frontline Advisor

Frontline Advisor assists contact center supervisors in the management of agents - in real time. Each supervisor can focus on the most important Key Performance Indicators (KPIs) for each agent on their team. Supervisors are alerted as soon as agent performance is trending towards a situation requiring immediate action (good or bad). Therefore, agents can receive timely coaching to keep doing the things they are doing well and to improve in the areas where they are not doing so well. Without turning them into screen watchers, Frontline Advisor advises supervisors on who to coach, when to coach, and why to coach. It saves time for supervisors, and then ensures they spend that time wisely, thus helping to optimize the performance of agents.

Agent Option

Agent Option helps contact center agents improve their performance - in real time. Each agent can focus on their most important Key Performance Indicators (KPIs). Agents are alerted as soon as performance is trending towards a situation requiring immediate action (good or bad). Therefore, agents can receive timely information to keep doing the things they are doing well and to improve in the areas where they are not doing so well. Without diverting too much of their attention, Agent Option gives agents the information they need, exactly when they need it, to do their jobs well.

Call data sources currently used, include Genesys Stat Server and Cisco TDM.

Supported Languages

- English
- German

Installation Prerequisites

- Microsoft SQL Server 2005
- Java Development Kit Installation 1_6_18. NOTE
- Internet Explorer 6 or higher
- Adobe Acrobat Reader 8.0 +

Installing this software

To install Frontline Advisor and Agent Option, you must first install and configure Contact Center Advisor (Informiam Platform option, and Administration and Dashboards option) v.3.1.0.

New to version 3.3

- Version 3.3 of Frontline Advisor is the first release where the desktop client is common to both Genesys and Cisco implementations, displacing the former Informiam Cisco only version.

NOTE: Although a common client is now used for both Genesys and Cisco implementations, the client will only support one platform adapter. Therefore, in mixed configurations, a separate instance of Frontline Advisor is required for a Genesys platform adapter and a Cisco platform adapter (new to this release – see below). Consequently, Frontline Advisor does not allow consolidation of both Genesys and Cisco metrics in the same view. The capability to combine metrics will be addressed in a future release.

- A new Cisco Adapter was created to support a common Frontline Advisor desktop client (this will become the standard Genesys Frontline Advisor product). Future releases of the Informiam Frontline Advisor will be referred to as Genesys Frontline Advisor.
- This release provides an enhanced capability for including custom metrics found in earlier versions of the Informiam [Cisco] Frontline Advisor. NOTE: As of this release, the Cisco Frontline Advisor is no longer available and has been superseded by Genesys Frontline Advisor using the new Cisco Adapter.

Fixes in version 3.3

Ref #	Description
GFA-326	Agent alerts pane shows unexpected agent alerts
GFA-356	Return back agent metric columns – skill group and service
GFA-365	When repositioning columns in a TeamView, a different TeamView is modified
GFA-368	Supervisor Dashboard - Agent alert indicator always shows as green
GFA-376	Header text is wrong for Hierarchy and Team Views on printout
GFA-377	Horizontal ScrollBar position in Teams Pane
GFA-380	Alert counts are not shown in hierarchy grid
GFA-381	Apply new column in agent Console seems to be broken
GFA-382	Column widths are too small when agent logs in for the first time
GFA-385	user preference for column widths not being saved/loaded correctly
GFA-415	Print Out: Extra line is printing in first pane of Agent Console
GFA-420	Print Out: Even though Agent name Visibility is set to false, Agent Id is printed on Agent Console Prinout.
GFA-423	Sup Console: Can't save a note with special character when clearing agent's alerts.
GFA-435	Sup Console: 'Unsaved' alert note is lost after a refresh.
GFA-437	Agent Threshold NCH gets wrong color.

GFA-438	Agent Console: Columns width on the 'My Current alerts' pane and 'My Alerts history' is not persisted.
GFA-439	Agent Threshold color is out of sync.
GFA-441	Link In Button: Passing Module Id, Agent ID and Team ID doesnt work.
GFA-442	Link Out Button: In the Agent Console, Primary Supervisor Person ID comes as 'undefined'.
GFA-446	agent console print doesnt work for column chosen at printing time
GFA-447	Sup Console /User Settings: The last selection in the hierarchy tree is not saved/restored for top level user.
GFA-448	Agent state data (10s) stop updating when 'Agent Performance Interval' is set to <60>.
GFA-451	Agent Console: user preference for column widths not being saved /loaded correctly.
GFA-452	Saving global system settings takes over 7 minutes.
GFA-454	Validation does not work properly in Admin Console for Thresholds and Rules
GFA-455	Admin: The Reset option is available for constraints that have the inherited values.
GFA-477	L10N: The value of "Nachbearbeitung" is missing on the printout.
GFA-487	Team Statistics has "undefined" as one of status.
GFA-488	Column Chooser: it shows as only "Name" column is selected even though all columns are showing in Hierarchy Pane.
GFA-500	Column Chooser: In the Hierarchy tab, if all columns are selected then a check mark should appear.
GFA-501	"Agent State" column should be always displayed and can't be re-ordering
GFA-508	Migration scripts: Column "MetricPatternNum" should be Unique not primary key.
GFA-513	Hierarchy Update does not occur as expected
GFA-530	Custom Metrics: On FA dashboard, Data is not showing for some metrics.
GFA-533	Custom Metrics: On Admin Thresholds page, If Name of the Metric's length is more than 13 letters then value in the critical high text box can't be seen fully.
GFA-535	Errors in FA log.

GFA-536	Custom Metrics: Thresholds doesn't work for the first time.
GFA-540	FA_server.log doesn't have "Hierarchy Loader Completed" statement.

Known Issues

Ref. #	Description
GFA-539	Custom Metrics: Decimals are displayed for columns which have data type as type int (integer) .
GFA-537	Agent name is not showing up in the Alert Show details window when 2 supervisors try to add a note for the same alert.
GFA-517	Print out: Number of alerts for the supervisor is not printed. An extra line is printed on 2nd page of hierarchy pane.
GFA-443	Print Out: Team Alerts printing has last line cut in some pages.
GFA-550	Print Out: A scroll bar is printing on the right side of the Teams pane.
GFA-547	Sup Console: Teams pane displayed agents of wrong team.
GFA-532	Fractional values are formatted differently on hierarchy and team panes.
GFA-548	Sup Console should display hierarchy according to the login credentials.
GFA-512	Printout of hierarchy pane does not differentiate between nodes in the hierarchy.

Directories on this CD

documentation

Contains the *InformiamFrontlineAdvisorReadMe.pdf* file.

software

Contains the installation files for the software.

Documentation

Product documentation and the release notes are available on the Genesys Technical Support website and on a separate documentation library DVD shipped with your software.

Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, and Australia. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the Genesys Technical Support Guide. Please tell the Technical Support representative that you are a Frontline Advisor and Agent Advisor 3.3 customer using the Cisco Adapter.

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the Genesys 7 Licensing Guide

<<http://genesyslab.com/support/dl/retrieve/default.asp?item=B6C52FB62DB42BB229B02755A1D12650&view=item>> on the Technical Support website and the licensing section of the Genesys 7 Migration Guide

<<http://genesyslab.com/support/dl/retrieve/default.asp?item=AFD71A7A5A3A9AFADABA1A638CF1F803&view=item>>/.

Configuration support

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

- InformiamFrontlineAdvisor_InstallationGuideWindows_3.3GA.pdf
- InformiamFrontlineAdvisor_ReleaseNotes_3.3GA.pdf

Legal Notices

Copyright

This CD and all its contents © Copyright 2010, Genesys Telecommunications Laboratories, Inc. All rights reserved.

Trademarks

Genesys and the Genesys logo are registered trademarks of Genesys Telecommunications Laboratories, Inc. in the U.S.A. and other countries. All other trademarks are the property of their respective owners.

Third-Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize functionality of commercial or non-commercial third parties.

- DOM4J 1.6.1 - This product contains software written by Dom4J <http://www.dom4j.org>
- [Java Beans Activation Framework \(JAF\) 1.1](#) - Only distribute items defined in documentation as Redistributable (only activation.jar), see distributionREADME.txt plus license and copyright files.
- Javassist 3.6.ga - Javassist is distributed under terms of the Mozilla Public License 1.1
- This product includes software developed by the Apache Software Foundation (<http://www.apache.org>)
- Ant 1.5
- commons-codec 1.2
- commons-primitives 1.0
- commons-logging 1.1.1
- Jakarta Regexp 1.3
- xml-apis 1.0.b2

- This product includes software developed by the OpenSymphony Group (<http://www.opensymphony.com>):
- OSCache 2.4

Administration and Security Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.