Genesys

Performance Management Advisors
Frontline Advisor and Agent Advisor
International
Release 8.1

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Supported Languages By Release	CSY	CHS	CHT	DEU	ENG	ESN	FRA	ITA	JPN	KOR	PTB	RUS
8.1.5				X	X							
8.1.4				X	X		X					
8.1.3				X	X							
8.1.2				X	X		X					
8.1.1				X	X							

About This Software

Frontline Advisor/Agent Advisor improves both agent performance and customer satisfaction by giving supervisors a real-time view of agent activity. Customizable alerts draw immediate attention to performance-related activity, good, or otherwise. The real-time data equips supervisors to correct problems and reinforce progress as it happens, not after the break or during the next shift. Frontline Advisor/Agent Advisor puts everything supervisors need to pay attention to in a single location, so they can capture the priority issues and quickly direct their attention to areas that may require attention. Current status, performance, 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/Agent Advisor makes agent activity trends more obvious. Frontline Advisor/Agent Advisor is designed to help agents raise their performance, allowing supervisors to instantly identify activities that need correction or additional training, as well as areas where agents are performing optimally.

New Features in 8.1.x

The primary new feature in release 8.1.5 is:

- The supervisor dashboard supports 1500 concurrent users (1400 named accounts) with:

  - a maximum dashboard age of 30 seconds for State metrics, 95% of the time, and
  - a maximum dashboard age of 2 minutes for Performance and Rule

metrics, 95% of the time.

The primary new features in release 8.1.4 are:

- New performance source metrics are added. Twelve new source metrics are enabled when you migrate to Release 8.1.4. One of the twelve is not a dashboard metric, but is used for calculations in other metrics. Fifteen new source metrics are disabled until you configure an associated filter (available in stored procedures in the FA database). If you do not configure the filters, Frontline Advisor does not request statistics for these metrics from the Advisors Genesys Adapter and does not display them as selectable options in the dashboard column chooser. If the filters are configured, team-level metrics that are dependent on filtered source metrics for their aggregation are also enabled.
- New performance computed metrics are added. Six new computed metrics are enabled when you migrate to Release 8.1.4. Four new computed metrics are dependent on filtered agent-level metrics for the calculations and are suppressed until you configure the filters.
- Starting in Release 8.1.401:
    - French is added as an option for language and country settings. English and German continue to be options.
    - Frontline Advisor and Agent Advisor are compatible with Oracle Java 1.7.

The primary new features in release 8.1.3 are:

- Role-Based Access Control—There are additional privileges for Frontline Advisor:
    - FrontlineAdvisor.SupervisorDashboard.TeamsPane.canSort
    - FrontlineAdvisor.SupervisorDashboard.TeamAlertsPane.canSort
    - FrontlineAdvisor.SupervisorDashboard.AgentAlertsPane.canSort
- Column Chooser for Frontline Advisor now has the appearance and functionality of the Contact Center Advisor Column Chooser. Agents also use Column Chooser, which replaces the `Configure` pane on Agent Advisor.
- Tooltips provide descriptions of the metrics that you are monitoring. Move your cursor over any metric column header in the `Hierarchy` pane. A tooltip displays. The tooltip contains the metric display name, as well as a description of that metric.
- When columns in the Supervisor Dashboard contain metric values of `N/A` or –, these records are listed last (in both ascending and descending order).
- The ability to sort information within the panes on the Supervisor Dashboard is controlled by user roles defined by your administrator (Role-Based Access Control). You can sort information within the `Team`, `Agent Alerts`, and `Team Alerts` views if your role includes these privileges. If your role includes the ability to sort information, records are displayed on your dashboard in the order in which they are received from the server. Sort the information in a view by clicking a column heading. If your role does not allow you to sort information, the default sort order of records is first by logged in agents, then by last name.
- There is a new Genesys splash screen for the installer and login screens.

The primary new features in release 8.1.2 are:

- French is added as an option for language and country settings. English and German continue to be options.
- Support for role-based access control (RBAC)—Access to business objects, hierarchies and metrics is now controlled using roles and permissions configured in Genesys Configuration Manager.
- Further integration with Genesys Management Framework, including configuring the hierarchy and managing user profiles.
- Partial JAWS 11-compatible accessibility user interface (English and German)
- Support for Data Manager—Frontline Advisor instances can connect to

multiple adapters, including a mixture of Genesys and Cisco adapters.

The primary new features in release 8.1.1 are:

- Integration with Genesys Management Framework—User data now comes from and is authenticated by the Configuration Server.
- Support for two additional new time profiles for performance metrics
- Access permission to levels of the hierarchy

The primary new features in release 8.1.0 are:

- Support for Oracle 11g databases
- Support for Genesys Stat Server capacity rules for the voice channel
- Support for call-type-specific KPIs
- Performance optimizations
- Changes to source metrics and removal of default source metrics

The 8.1.0 release is restricted.

Directories on This CD

documentation
Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

/fa/windows
Contains the installation files for the software.

Documentation

Product documentation is provided on the [Genesys Documentation website](#), and the Documentation Library DVD or the Developer Documentation CD that is shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Documentation website also contains product advisories that describe recently discovered issues related to Genesys products.

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Technical Support

Contacting

Genesys provides technical support to customers worldwide through Customer Care centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Customer Care, read the *[Genesys Care Program Guide](#)*. Please tell the Customer Care representative that you are a Frontline Advisor/Agent Advisor 8.1 customer. For a list of the software versions that are on this CD, click [here](#).

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 Licensing Guide](#)* on the Genesys Documentation website and the licensing section of the *[Genesys Migration Guide](#)*.

Supported Operating Environment Information

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

- *Genesys Supported Operating Environment Reference Guide*
- *Genesys Supported Media Interfaces Reference Manual*

Legal Notices

Copyright

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Third-Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize third-party functionality. Please contact your Customer Care representative if you have any questions.

Frontline Advisor/Agent Advisor use the following third-party software:

- This product includes software developed by the Spring Framework Project (http://www.springframework.org). This distribution does not include Clover (/lib/clover/clover.jar)
    - spring-flex
- This product includes software developed by Joda.org (http://www.joda.org/).
    - joda-time
- This product includes software developed by The Apache Software Foundation (http://www.apache.org/)
    - Xerces-J 2
    - commons-dbcp
    - commons-httpclient
    - commons-lang
    - commons-logging
    - commons-pool
    - commons-codec
    - Quartz
    - Jakarta Regexp
    - CGLib
    - commons-collections
    - Ant
    - commons-primitives
    - xml-apis
    - OSCache
    - hessian
    - JAXP Reference Implementation
    - Log4J
    - BCEL
- This distribution does not include Clover (/lib/clover/clover.jar).
    - Spring Beans
    - Spring Context

- Spring Core
- Spring Integration
- Spring JDBC
- Spring Transaction
- Spring Web
- Spring Web MVC
- spring-aop

- This product includes software from the JSR-250 - Java Common Annotations project (https://jsr250.dev.java.net).
    - JSR-250 - Java Common Annotations
- This product includes DOM4J developed by the DOM4J project (http://www.dom4j.org).
    - DOM4J
- This product includes software from the Java Server Pages API project (https://jsp.dev.java.net/)
- This product includes software developed by the OpenSymphony Group (http://www.opensymphony.com/).
    - OGNL
- The antinstaller contains artwork from the Bluecurve icon collection, Copyright Red Hat, Inc. It is available under the Creative Commons Attribution-ShareAlike 3.0 Unported License: http://creativecommons.org/licenses/by-sa/3.0/.

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Your 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.

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