# Frontline Advisor Agent Help

Monitoring Using Thresholds and Rules

12/19/2025

# Monitoring Using Thresholds and Rules

> ### Important
> Access to metrics, time profiles, thresholds and rules is controlled by user roles defined by your administrator (role−based access). Only metrics, time profiles, thresholds and rules to which you have access are visible.

Thresholds and rules are defined in the **Administration** module by users with one of the administrator roles. Thresholds define the critical, warning, and acceptable conditions for each metric. Thresholds and rules can be used to find positive behavior as well.

The metrics and the metrics' time profiles that are available on the column chooser are determined by administrators.