Frontline Advisor Agent Help

The Team View

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The Team View

The **Team** view is where you focus on your overall status in real time. The information is updated and refreshed by default every 10 seconds for state data and by default every 10 minutes for performance data. The refresh rate is configured by the administrators.

> ## Important
>
> Access to metrics is controlled by user roles defined by your administrator (role−based access). Only metrics to which you have access are displayed in the **Team** view.

Some default columns include:

- **Alert State**—The agent's current alert state is indicated by a colored icon. In addition to red and green, a gray icon indicates the agent is not logged in.

- **Agent Name**—The first initial and last name of the agent.

- **State**—The agent's current state. The following list displays the available agent states in alphabetical order.

    After Call Work

    Agent Work Not Ready

    Call Conferenced

    Call Dialing

    Call Held

    Call Initiated

    Call Internal

    Call Outbound

    Call Unknown

    Logged Off

    Logged On

    Monitored

    Not Monitored

    Not Ready

    Off Hook

    On Hook

Ready

Talking

- **Time in Current State**—The amount of time that the agent has been in the current state (minutes:seconds).

- **Reason Code**—A code indicating the reason for the agent's most recent change of state.

- **Agent ID**—The agent's identification.

- **Login Time**—The login date and time of the agent.

- **Current Skill**—The agent's current skill (column availability is dependent on the Frontline Advisor configuration in your enterprise).

- **Call Type**—The current call type (column availability is dependent on the Frontline Advisor configuration in your enterprise).