

## **GENESYS**

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## Frontline Advisor Agent Help

User Status/Violation Status Button

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You can use the **User Status** button ( ) to monitor the status of alerts while Frontline Agent Advisor runs in the background.

When you trigger an alert, the icon turns red.

## Tip

You may want to keep the **User Status** button on your desktop, and then if it changes color, open Frontline Agent Advisor to see the details.