Frontline Advisor Manager Help

Using Frontline Advisor Manager Console

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The Manager console is divided into four panes:

- **Hierarchy** view—Contains the groups that aggregate agents and other groups in your monitoring hierarchy. The groups may represent divisions, groups reporting to a manager or supervisor and teams. You can see only those groups to which you have permissions set by the administrator.

- **Team** view—The agents' overall status activity in real time.

- **Agent Alerts** view—The details of the alerts for a selected agent.

- **Team Alerts** view—The details of the alerts for all agents on the selected team.

Agents' call statistics continue to accumulate throughout the relevant time period even though the agent might be logged off.

Threshold violations are cleared as soon as the agent logs off.

See the Welcome page for more information about hierarchy access.