Frontline Advisor Manager Help

Selecting a Team of Agents to Monitor

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To monitor a team of agents, navigate the **Hierarchy** view until you find the agent team you need to monitor. Agent teams are marked with a yellow flag icon .

Once an agent team is selected in the **Hierarchy** view, the **Team** view displays the activity of individual agents.

> ### Important
> Administrators may suppress display of activity in teams aggregating fewer than a certain number of logged in agents. If display is suppressed, all metrics display the value N/A.