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Frontline Advisor Manager Help

Sorting the Views

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Sorting the Views

The ability to sort information within the panes on the supervisor dashboard is controlled by user roles defined by your administrator (role-based access). You can sort information within the **Team**, **Agent Alerts**, and **Team Alerts** views if your role includes these privileges. Sorting is not provided for the **Hierarchy** view.

If your role includes the ability to sort information, records are displayed on your dashboard in the order in which they are received from the server. Sort the information in a view by clicking a column heading. You can sort the view in ascending or descending order.

Tip

Sorting by the **Alerts** column is a great way to see all red alerts first. A sort triangle indicates the direction.

The sort order you set persists if you log out and back in.

If your role does not allow you to sort information, the default sort order of records is first by logged in agents, then by last name.