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 based on rules for a selected agent.

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

Agents' call statistics continue to accumulate until the relevant time period ends 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.

Important

Starting in Advisors release 8.5.1, you can open Advisors dashboards in Microsoft Internet Explorer, Google Chrome, or Mozilla Firefox. If you open multiple Advisors sessions simultaneously, ensure you use one type of browser. For example, if you are running Frontline Advisor in Google Chrome, and you want to open an additional session or some other Advisors dashboard in another browser window, then that browser must also be Chrome.