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Frontline Advisor Manager Help


Searching


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Searching

You can search for:

- Supervisor and agent names in the **Teams** view.
- Alert details and notes in the **Agent Alerts** view.
- Agent name, alert details, and notes in the **Team Alerts** view.
- Agents, teams, and supervisors in the **Hierarchy** view.

To search, type your search text in the **Search** field and click . Searching finds the next occurrence of the search text from the current cursor location and highlights it. The **Search** function finds matches amongst the visible nodes only; closed nodes are not searched.

To find the next occurrence, click  again. Searching continues from the current location and wraps around the end to the beginning.

To clear the **Search** field, click .

Searching for Agents based on Skills

In the **Team** view, you can search for agents based on their skills, however you must use the **Skill** filter at the top of the **Team** view for this type of search. See [Filtering the Team View by Agent Skills](#) for information.