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Frontline Advisor Manager Help

Selecting a Team of Agents to Monitor

12/17/2025

Selecting a Team of Agents to Monitor

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

If the number of agents logged in is less than the Min Agent count set for the team, then performance metrics are displayed as N/A in the Hierarchy pane; The Team pane displays the values as normal.