Frontline Advisor Manager Help

Selecting a Team of Agents to Monitor

12/17/2025

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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
> 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.