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Frontline Advisor Agent Help

Viewing Your Team's Status

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Viewing Your Team's Status

The **Team Status Bar** displays team performance metrics and statistics.

Important

Access to metrics is controlled by user roles defined by your administrator (role-based access). Only metrics to which you have access are displayed in the **Team** view.

Your team's status displays how many agents are logged in and other state information (for example, talking, available, not ready, wrap, hold, and the number of alerts).

- Click the **Statistics** () icon in the **Team** view to display your team's status.
- Click the **Performance** () icon in the **Team** to display performance metrics and values.