Frontline Advisor Manager Help

Agent Alerts

12/20/2025

Agent Alerts

> **Important**
>
> Access to the **Agent Alerts** pane is controlled by role−based access.

The details of agent alerts are displayed in the **Agent Alerts** view.

To display the alerts for an agent, select their name in the **Team** view.

The agent's name displays beside the **Agent Alerts** view. Active alerts are those for which the rule is currently being violated; the **Alert** column for these alerts shows a red alert symbol. You can change the order of the columns by dragging them into place with your mouse. Click in the **Note** column beside an alert to add a note that describes how you coached the agent and dealt with the alert.

The details of the **Agent Alerts** view include:

- **Alert**—The alert's status (red/green).
- **Alert Detail**—The rule description.
- **Time**—The time when the alert was triggered on the current day (hh:mm).
- **Note**—A note about the alert from the supervisor.