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Performance Management Advisors Metrics Reference Guide

FA Rule Source Metrics

12/15/2025

FA Rule Source Metrics

The rule source metrics in the following Table are retrieved for each agent, and they all relate to stored procedure FA_Update_Rule_Source_Metric.

Source Metric Name	Description
Rule 1 - Number of Short Calls (too few)	Number of calls handled in the last xx minutes where the talk time of the call was less than a certain amount of time.
Rule 2 - Number of Short Calls (too many)	Number of calls handled in the last xx minutes where the talk time of the call was less than a certain amount of time.
Rule 3 - Number of Long Calls (too few)	Number of calls handled in the last xx minutes where the talk time of the call was more than a certain amount of time.
Rule 4 - Number of Long Calls (too many)	Number of calls handled in the last xx minutes where the talk time of the call was more than a certain amount of time.
Rule 5 - Number of Short Wraps (too few)	Number of calls handled in the last xx minutes where the wrap time was less than a certain amount of time.
Rule 6 - Number of Short Wraps (too many)	Number of calls handled in the last xx minutes where the wrap time was less than a certain amount of time.
Rule 7 - Number of Long Wraps (too few)	Number of calls handled in the last xx minutes where the wrap time was more than a certain amount of time.
Rule 8 - Number of Long Wraps (too many)	Number of calls handled in the last xx minutes where the wrap time was more than a certain amount of time.
Rule 9 - Number of Calls Put On Hold (too few)	Number of calls put on hold in the last xx minutes.
Rule 10 - Number of Calls Put on Hold (too many)	Number of calls put on hold in the last xx minutes.
Rule 11 - Number of Calls Transferred (too few)	Number of calls transferred in the last xx minutes.
Rule 12 - Number of Calls Transferred (too many)	Number of calls transferred in the last xx minutes.

Genesys Statistic Template Definitions for Rule Source Metrics

The following Table shows Genesys Adapter statistic template definitions for rule source metrics.

Source Metric Name	Genesys Metric Name
Rule 1 - Number of Short Calls (too few)	Informiam.Interactions_Processed_inTRange
Rule 2 - Number of Short Calls (too many)	Informiam.Interactions_Processed_inTRange

Source Metric Name	Genesys Metric Name
Rule 3 – Number of Long Calls (too few)	Informiam.Interactions_Processed_inTRange
Rule 4 – Number of Long Calls (too many)	Informiam.Interactions_Processed_inTRange
Rule 5 – Number of Short Wraps (too few)	Informiam.Total_ACW_Calls_inTRange
Rule 6 – Number of Short Wraps (too many)	Informiam.Total_ACW_Calls_inTRange
Rule 7 – Number of Long Wraps (too few)	Informiam.Total_ACW_Calls_inTRange
Rule 8 – Number of Long Wraps (too many)	Informiam.Total_ACW_Calls_inTRange
Rule 9 – Number of Calls Put On Hold (too few)	Informiam.Total_Calls_On_Hold
Rule 10 – Number of Calls Put on Hold (too many)	Informiam.Total_Calls_On_Hold
Rule 11 – Number of Calls Transferred (too few)	Informiam.Total_Calls_Transferred
Rule 12 – Number of Calls Transferred (too many)	Informiam.Total_Calls_Transferred

Each of the statistic templates defined above specifies the following values:

DBAppSpecificIdColumnName: ruleId

For all the rule statistic templates, the default time range and default time profile are not defined.

When a statistic based on a rule statistic template is issued, FA passes across both the time profile and the time range as overrides. These values are based on the settings of the rule for that particular agent.