



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Frontline Advisor Agent Help

Rules

12/22/2025

# Rules

## Important

Access to metrics, time profiles, thresholds and rules is controlled by user roles defined by your administrator (role-based access). Only metrics, time profiles, thresholds and rules to which you have access are visible.

Rules are conditions that continuously monitor statistics. Alerts help to focus your attention on the most important issues affecting performance. Rules also count events throughout an interval of time, which allows them to trigger alerts based on the frequency of events.

Rules evaluate and trigger on agent metrics, but not on team metrics.

The frequency of an alert is a leading indicator of good or bad trends. It is good practice to learn to make use of alerts to quickly focus on problem areas.

For example, an agent might have more than ten agent calls transferred in the past ten minutes. If a rule is triggered based on this high frequency of transferred calls, an alert is generated.


## Types of Thresholds and Rules


The five types of thresholds and rules are:

Class	Explanation	Action
Threshold	Based on a count	Change text red or yellow
Threshold	Based on an average or maximum time value	Change text red or yellow
Threshold	Based on the duration of an agent's state	Change text red or yellow
Rule	Based on the frequency of calls held or calls transferred	Issue a red alert
Rule	Based on the frequency of (long or short) call durations or wrap times	Issue a red alert

### Agent Alert Indicators

 Red indicates at least one critical alert.

 Green indicates no alerts are active: the value is normal.

 A gray icon indicates the agent is not logged in.