Frontline Advisor Manager Help

Thresholds

5/6/2025

Thresholds

A threshold compares a measured value at a point in time to a threshold range to determine the status. Depending on the metric, a value may be acceptable above or below a certain value. Some thresholds trigger an alert if the value is below or above defined values.

If value is...	Value 1...	And...	Value 2...	Result
greater than	the value in the 4th text box			then the value is critical high (red)
greater than	the value in the 3rd text box	less than or equal to	the value in the 4th text box	then the value is warning high (yellow)
greater than or equal to	the value in the 2nd text box	less than or equal to	the value in the 3rd text box	then the value is acceptable (no color is displayed)
greater than or equal to	the value in the 1st text box	less than	the value in the 2nd text box	then the value is warning low (yellow)
less than	the value in the 1st text box			then the value is critical low (red)

The four text boxes are colored to provide a visual cue for the status.

- Red indicates a critical value range.
- Yellow indicates a warning value range.
- No color displayed indicates an acceptable value range.

The system setting for how often the metrics are calculated (that is, the performance calculation interval) is 10 minutes for the purposes of the following examples.

Example 1

For an average of three−minute calls, handling two or more calls but less than or equal to five calls is acceptable (no color).

Handling one call is yellow.

Handling fewer than one call is red.

Handling more than five calls but fewer than or equal to eight calls (that is, the calls are too short) is yellow.

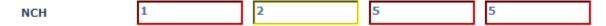Handling more than eight calls (that is, short−calling) is red.

Example 2

In this example, handling two or more calls but fewer than or equal to five calls is acceptable (no color).

Handling one call triggers a warning (yellow).

Handling fewer than one call or more than five calls is a critical (red).

NCH   `1`   `2`   `5`   `5`

Example 3

In this example, handling one or more calls but fewer than or equal to five calls is acceptable (no color).

Handling more than five calls but fewer than or equal to eight calls triggers a warning (yellow).

Handling fewer than one call or more than eight calls is a critical (red).

NCH   `1`   `1`   `5`   `8`