



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.

Performance Management Advisors Metrics Reference Guide

FA Rule Source Metrics

12/14/2025

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.

Each of the statistic templates specifies the following values:

DBAppSpecificIdColumnName: ruleId

For all 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 both the time profile and the time range as overrides. These values are based on the settings of the rule for that particular agent.

Rule	Source Metric Name	Description
Rule 1 – Number of Short Calls (too few)	CallsHandledInTRange	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)	CallsHandledInTRange	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)	CallsHandledInTRange	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)	CallsHandledInTRange	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)	WrappedCallsInTRange	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)	WrappedCallsInTRange	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)	WrappedCallsInTRange	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)	WrappedCallsInTRange	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)	CallsOnHold	Number of calls put on hold in the last xx minutes.
Rule 10 – Number of Calls Put on	CallsOnHold	Number of calls put on hold in

Rule	Source Metric Name	Description
Hold (too many)		the last xx minutes.
Rule 11 – Number of Calls Transferred (too few)	TotalCallsTransferred	Number of calls transferred in the last xx minutes.
Rule 12 – Number of Calls Transferred (too many)	TotalCallsTransferred	Number of calls transferred in the last xx minutes.