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Performance Management Advisors Metrics Reference Guide

FA Rule Source Metrics

5/12/2025

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. |