Frontline Advisor Manager Help

Rules

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Rules

Rules are conditions that continuously monitor agent metrics. For example, an agent has more than 10 agent calls transferred in the past 10 minutes. Once a rule is triggered, an alert is generated. 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 on the frequency of events. 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 where to take action now.

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

Thresholds and rules should be aimed at highlighting significant situations and be very useful. Ideally, the number of alerts should be low: one or two per agent per day can lead to very effective coaching. Or, you might set rules to monitor only one or two types of situations a week. The rules could be changed to tighten the triggering numbers in a future week (to "raise the bar") or, once good performance is achieved, new rules could be defined to move to new areas of performance.

Types of Threshold and Rule

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 Rule 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.