

KPI Alarms in Dashboard

KPI alarms can be configured on system queues on page [Services - Queues](#), and when an KPI alarm is triggered, it's visualised on Queue overview, on Wallboard for queues and in the Dashboard's real-time Queue widgets.

Within the dashboard, the visual effect is similar to that of the queue overview and looks like this:

Queues

| Name ↑ | Ready | Logged On | Logged on ex Pause | In Pause | Answer % |
|----------------|-------|-----------|--------------------|----------|----------|
| 1. Sales ⚠️ | 0 | 0 | 0 | 0 | 0% |
| 2. Support | 0 | 0 | 0 | 0 | 0% |
| 3. Switchboard | 1 | 1 | 1 | 0 | 0% |
| 4. Chat 🗨️ | 1 | 1 | 1 | 0 | 0% |
| 5. E-mail | 0 | 0 | 0 | 0 | 0% |

In addition to this, there is more detailed information on each KPI alarm active, which can be activated and shown, by hovering over the "!" element on the row. The additional information looks like this:

Queues

| Name ↑ | Ready | Logged On | Logged on ex Pause | | | | | | | | | | | | | | | | |
|---|----------|-----------------------------|---------------------|------------|-------|----------------|------------|-------|----------|-----------------------------|---------------------|---------|----------|-----------|---------------------|---------|----------|----------------|---------------------|
| 1. Sales ⚠️ | 0 | 0 | 0 | | | | | | | | | | | | | | | | |
| <div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p>🔔 Alarm for: 1. Sales</p> <table border="1"> <thead> <tr> <th>Alarm Name</th> <th>Queue</th> <th>Threshold Type</th> <th>Alarm Time</th> </tr> </thead> <tbody> <tr> <td>Sales</td> <td>1. Sales</td> <td>Agents logged on (ex pause)</td> <td>06.07.2022 08:00:00</td> </tr> <tr> <td>UX test</td> <td>1. Sales</td> <td>SLA score</td> <td>06.07.2022 00:00:00</td> </tr> <tr> <td>UX test</td> <td>1. Sales</td> <td>Total in queue</td> <td>06.07.2022 00:00:00</td> </tr> </tbody> </table> </div> | | | | Alarm Name | Queue | Threshold Type | Alarm Time | Sales | 1. Sales | Agents logged on (ex pause) | 06.07.2022 08:00:00 | UX test | 1. Sales | SLA score | 06.07.2022 00:00:00 | UX test | 1. Sales | Total in queue | 06.07.2022 00:00:00 |
| Alarm Name | Queue | Threshold Type | Alarm Time | | | | | | | | | | | | | | | | |
| Sales | 1. Sales | Agents logged on (ex pause) | 06.07.2022 08:00:00 | | | | | | | | | | | | | | | | |
| UX test | 1. Sales | SLA score | 06.07.2022 00:00:00 | | | | | | | | | | | | | | | | |
| UX test | 1. Sales | Total in queue | 06.07.2022 00:00:00 | | | | | | | | | | | | | | | | |
| 5. E-mail | 0 | 0 | 0 | | | | | | | | | | | | | | | | |

Each alarm is visualised for as long as the alarm is active. As soon, as the condition is no longer met, the visual effects associated with the alarm will not be shown.