

## KPI Alarm

KPI Alarm is divided into 3 sub-areas: Alarms, Recipients and Alarm Log.

The KPI alarm system makes it possible to define threshold values for various KPIs (Key Performance Indicators) on **system queue** level.



Puzzel will compare threshold values (that are valid for the defined time period) with actual values in Puzzel and if there is discrepancy between them an alarm goes off.

When an alarm is triggered, it can be seen:

- *in the Agent application's Queue Overview*
- *in the Admin Portal's*
  - *Queue Overview*
  - *Homepage*
  - *Wallboards containing the affected queue and column*
  - *Dashboards*

In addition, an alarm is sent by SMS/E-mail to any recipients configured to receive it.