

KPI Alarms

In the Alarms accordion on the KPI Alarm page, you can create new and edit existing KPI alarms.

Alarm Name	Queue Name	Thresholds	Recipients	Time	Alarm Message	Enabled	Copy	Edit/Delete
Sales Queue	Sales	1	0	(Varies*)		<input checked="" type="checkbox"/>	<input type="checkbox"/>	✎ 🗑️
Switchboard Queue	Switchboard	2	0	08:00-16:00		<input type="checkbox"/>	<input type="checkbox"/>	✎ 🗑️
Chat	Chat Sales	1	0	08:00-16:00		<input checked="" type="checkbox"/>	<input type="checkbox"/>	✎ 🗑️
Few Dialler leads	Dialer 2	1	0	08:00-16:00		<input type="checkbox"/>	<input type="checkbox"/>	✎ 🗑️
Support (answ. within SLA)	Support	1	0	08:00-16:00		<input checked="" type="checkbox"/>	<input type="checkbox"/>	✎ 🗑️
Dialler 2 contacts in queue	Demo Queue 2	1	0	08:00-16:00		<input checked="" type="checkbox"/>	<input type="checkbox"/>	✎ 🗑️

Buttons: + Add Alarm, Save changes, Undo changes, Copy selected

Links: Recipients, Alarm Log

To create a new KPI alarm:

- Click the **Add alarm** button and define an alarm name, choose a system queue, adjust the time it should be active if needed, and then click **Save changes**
- Then click on '0' in the **Thresholds** column to open the Alarm Threshold Configuration window, and add one or more thresholds. See [Configuring Thresholds](#).
- Then click on '0' in the **Recipients** column to open the Select Alarm Recipients window if you want this alarm to be sent to any recipients. ([Recipients](#) must be defined before they can be selected here)

You can also create an Alarm message, which will then be sent as an addition to the standard message that is normally sent to alarm recipients.

To activate the alarm, check the **Enabled** box.

Remember to click Save Changes after you have made changes you want.

Copy existing alarm

If you already have a KPI alarm with defined Thresholds, Time and Recipients and you want to add the same alarm on another system queue:

- tick the copy box on the existing KPI alarm row
- click button **Copy selected** so that the new alarm row with suggested name "Copy of..." appears
- adjust the new alarm's name and select a system queue, and then click **Save**.

After the new KPI alarm is saved, you can edit its thresholds, recipients etc. if needed, and then finally you can enable the new alarm.