

Recipients for KPI Alarm

Clicking on a number in the **Recipients** column on the KPI Alarm page opens the *Select Alarm Recipients* window for this KPI Alarm:

The screenshot shows the 'Alarms' management interface. At the top, there is a header 'Alarms' with a help icon. Below it is a table with columns: Alarm Name, Queue Name, Thresholds, Recipients, Time, Alarm Message, Enabled, and Delete. The first row shows 'Support - agents' in the Alarm Name column, 'Support' in the Queue Name column, '2' in the Thresholds column, '1' in the Recipients column, '08:00-16:00' in the Time column, an empty field in the Alarm Message column, an unchecked checkbox in the Enabled column, and a trash icon in the Delete column. Below the table, there are buttons for '+ Add Alarm' and 'Save changes'. On the left side, there are links for 'Recipients' and 'Alarm Log'. A modal window titled 'Select Alarm Recipients' is open, showing a table with columns: Recipients, Interval (min), and Enabled. The table has two rows: 'Andreas Wallin (SMS)' with an interval of 5 minutes and an enabled checkbox checked, and 'Paal Kongshaug (EMail)' with an interval of 5 minutes and an enabled checkbox unchecked. A 'Save' button is at the bottom of the modal.

Alarm Name	Queue Name	Thresholds	Recipients	Time	Alarm Message	Enabled	Delete
Support - agents	Support	2	1	08:00-16:00		<input type="checkbox"/>	

Recipients	Interval (min)	Enabled
Andreas Wallin (SMS)	5	<input checked="" type="checkbox"/>
Paal Kongshaug (EMail)	5	<input type="checkbox"/>

In this window you can select which (of the pre-defined) recipient(s) that should receive this alarm. In this example 2 recipients are shown, but only 1 is selected to receive this KPI alarm by SMS/Email.

In the **Interval** column you can decide how many minutes that minimum should pass before this Alarm message is sent to the recipient again.