

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
2. ⚠ Alarm for: 1. Sales			
3. 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.