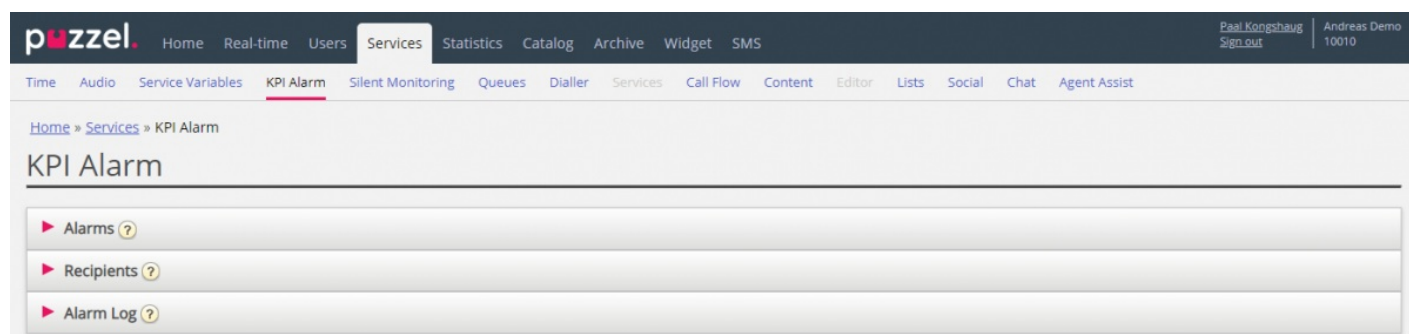


KPI Alarm

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 queues.



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 Queue Overview in the Administration portal*
- *on the Homepage and on wallboards containing the affected queue and column*

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