


KPI Alarm Warnings in Queue Overview

When a [KPI alarm](#) (Key Performance Indicator alarm) is triggered, a warning signal will appear in the Queue Overview and the whole row will turn yellow. KPI Alarms are configured per system queue, but this page shows one row per Display queue. If you click on the warning signal, a new window will pop-up containing a detailed alarm message.

Queue Overview ?

Filter:

Queue Name	Total in Queue	Callback	Preferred	SLA Score	Max Wait Time	Agents Logged on	Agents in Pause	Agent
Chat	0	0	0	0	0:00	0	0	Agent
Facebook	0	0	0	0	0:00	0	0	Agent
Sales 	0	0	0	0	0:00	0	0	Agent
Support	0	0	0	0	0:00	0	0	Agent
Switchboard	0	0	0	0	0:00	0	0	Agent
Twitter	0	0	0	0	0:00	0	0	Agent