KPI alarm Thresholds

Within the KPI alarm system there are two types of thresholds (on system queue level) to choose from:

- *Real-time values*
- *So far values*

Real-time values

Name	Description	Example
SLA-Score Now	The queues SLA score is equal to the SLA score of the request that has waited relatively longest in the queue.	>200
In Queue Now	Total number of requests in queue now	>30
Logged on and not in Pause	Total number of agents logged on excluding the ones in status pause.	<5
Longest wait time now	Waiting time of the request that has waited the longest time in queue.	>600 (sec)
Logged on (incl. Pause)	Total number agents logged on including the ones in status pause	<8
In Pause	Total number of agents in status Pause now	>4
Call-backs in Queue	Total number of call-backs waiting in queue now	>10

These thresholds are used to compare real-time status with the defined thresholds.

So far values

Name	Description	Example
Avg. Speak time so far	Average Speak time for answered calls so far today	>240
Avg. Wait time so far	Average Wait time in queue for answered calls so far today	>120
Answer % so far	Number of answered calls relative to number of calls offered to the queue so far. (Please note that calls now waiting in queue are counted as offered and might be answered later)	>80%
Answer % within SLA so far	Number of calls answered within the defined SLA (e.g. 30 seconds) relative to the number of calls offered to the queue so far today	>70% (sec)
Avg. wrap-up time so far	Average wrap-up time for answered calls so far today	>120 (sec)
Calls offered so far	Number of calls offered to (=arrived in) a queue so far today	>100