

## Alarms

In the Alarms accordion, you create your alarms.

▼ Alarms ?

Alarm Name	Queue Name	Thresholds	Recipients	Time	Alarm Message	Enabled	Delete
<input type="text" value="Support - agents"/>	<input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="Support"/> ▼	<a href="#">0</a>	<a href="#">0</a>	<a href="#">08:00-16:00</a>	<input type="text"/>	<input type="checkbox"/>	

To create a new alarm, you must:

- Click the Add alarm button and define an alarm name, choose queue, set the time it should be active and click Save changes
- Then click on 0 in the Thresholds column to open the Alarm Threshold Configuration window, and add one or more thresholds. See next chapter.
- Click on 0 in the Recipients column to open the Select Alarm Recipients window if you want this alarm to be sent to any recipients. (Recipients must be defined before they can be selected here)

You can also create an Alarm message, which will then be sent as an addition to the standard message that is normally sent.

To activate the alarm, check the Enabled box.

Remember to click Save Changes after you have made changes you want.