

Recipients for KPI Alarm

Clicking on a number in the **Recipients** column on the KPI Alarm page opens the *Select Alarm Recipients* window for this KPI Alarm:

The screenshot shows the 'Alarms' management interface. At the top, there's a header 'Alarms' with a help icon. Below it is a table with columns: Alarm Name, Queue Name, Thresholds, Recipients, Time, Alarm Message, Enabled, and Delete. The first row shows an alarm named 'Support - agents' with a queue of 'Support', a threshold of 2, 1 recipient, and a time range of 08:00-16:00. Below the table are buttons for '+ Add Alarm' and 'Save changes'. On the left sidebar, there are links for 'Recipients' and 'Alarm Log'. A modal window titled 'Select Alarm Recipients' is open, showing a table of recipients with columns: Recipients, Interval (min), and Enabled. The table lists two recipients: 'Andreas Wallin (SMS)' with an interval of 5 minutes and an enabled checkbox checked, and 'Paal Kongshaug (Email)' with an interval of 5 minutes and an enabled checkbox unchecked. A 'Save' button is at the bottom of the modal.

| Alarm Name | Queue Name | Thresholds | Recipients | Time | Alarm Message | Enabled | Delete |
|------------------|------------|------------|------------|-------------|---------------|--------------------------|--------|
| Support - agents | Support | 2 | 1 | 08:00-16:00 | | <input type="checkbox"/> | |

| Recipients | Interval (min) | Enabled |
|------------------------|----------------|-------------------------------------|
| Andreas Wallin (SMS) | 5 | <input checked="" type="checkbox"/> |
| Paal Kongshaug (Email) | 5 | <input type="checkbox"/> |

In this window you can select which (of the pre-defined) recipient(s) that should receive this alarm. In this example 2 recipients are shown, but only 1 is selected to receive this KPI alarm by SMS/Email.

In the **Interval** column you can decide how many minutes that minimum should pass before this Alarm message is sent to the recipient again.