Contact Center Advisor and Workforce Advisor Help

Alerts Table

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Alerts Table

The details of the Alerts pane are described in the table below.

Attribute	Description
Column Chooser button	Opens the **Column Chooser**, enabling you to select the columns you want to hide or display.
Alert Type	Indicates the type of the alert: • (B) Business • (T) Technical
Priority	Indicates the alert severity: • 1—(shown in red on the dashboard) • 2—(shown in yellow on the dashboard)
Description	The description of the problem. For a threshold alert the description is the metric name and metric value. For a technical alert the description is the text `peripheral offline`.
Subject	The name of the entity generating the alert. • For a business alert, the subject is the name (or descriptive name, if available) of the application, call type, or contact group. • For a technical alert, the subject is the name of an offline peripheral related to the peripheral gateway.
Threshold Type	Contact Group, Application, PG Offline
Contact Centers	The contact center affected by the alert.
Start Time/Date/Time Zone	Date, time, and time zone when the alert started. The format is `mm/dd/yyyy ##h:##m`.
Alert Duration	The duration of the alert from the time the alert started to the time the alert expired, or to the current time if the alert is still active. The format is `##h:##m`.
Status	The alert status (active or expired).
Max Violation	The maximum violation is the maximum difference between the acceptable threshold value and the worst metric value since the alert started. • If the acceptable threshold is `80%` and the worst value was `90%`, the maximum violation is `10`.

Attribute	Description
	• For a peripheral offline alert, the message `N/A` is displayed.
Threshold	The value used to calculate the maximum violation. The maximum violation is the maximum difference between the acceptable threshold value and the worst value violated since the alert started.
Value at Max Violation	The value of the metric at the time of its maximum violation. For the meaning of maximum violation, see above. • If the acceptable threshold is `80%` and the worst value was `90%`, the value at maximum violation is `90`. • For a peripheral offline alert, the message `N/A` is displayed.
End Date/Time/Time Zone	The date and time at which the alert expired. The format is `mm/dd/yyyy ##h:##m`.
Reporting Region	For a threshold violation alert, the reporting region of the application, call type, or contact group.
Operating Unit	For a threshold violation alert, the operating unit of the application, call type, or contact group.
Geographic Region	For a threshold violation alert, the geographic region of the application, call type, or contact group.
Application Group	For a threshold violation alert, the application group of the application, call type, or contact group.
Source System	For WA, the source system property is the name of the forecast data source supplied in the data input from the following supported Workforce Management systems: • Genesys Workforce Management • IEX Total View • Aspect eWFM • Pipkins Each system can supply multiple data sets, resulting in multiple source system names. Examples of the Source System content are: • iex1 • iex2 • aspect

Attribute	Description
	• pipkins1 For CCAdv, the source system property is the internal name given to the external source system when you configured CCAdv.
Primary Alert	If the key action report is associated with an alert, the alert details are saved when the report is saved. If multiple alerts are associated, one of the alerts must be marked primary.

See also:

- Alert Management Overview
- Displaying the Alerts for a Key Action Report
- Displaying the Key Action Reports for an Alert