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Contact Center Advisor and Workforce Advisor Help

[Viewing Alerts](#)

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Viewing Alerts

You can view alerts in the map or in the **Alerts** window.

In the Map

Many of the ways in which you can view alerts in the dashboard map are common to both CCAdv and WA (see [Common Map Views and Functionality](#)). However, there are some differences. To change or customize the views that are specific to the map you are using, see the following topics:

- [Contact Center Advisor Map](#)
- [Workforce Advisor Map](#)

In the Alerts Window

In the **Alerts** window, views and functionality are common to both CCAdv and WA. The **Alerts** window launches as a separate pop-up window over the dashboard (CCAdv or WA) when you click the **View Alerts** button on the map.

Important

If the XML files containing alerts are unavailable or connection to the server is lost, an error message appears when you open the **Alerts** window.

The **Alerts** window organizes alerts information in a standard format, and has filter and search mechanisms to help you to find the information you need about alerts quickly. It lists alerts of all kinds.

- When opened from the CCAdv dashboard, it displays threshold violation alerts for application metrics, peripheral offline alerts, and manual alerts.
- When opened from the WA dashboard, it displays threshold violation alerts for contact groups and manual alerts. See also [Alerts Window Attributes](#).

To navigate the **Alerts** window views and change the display of data, see the following topics:

- [Scrolling and Resizing Views](#)
- [Searching and Filtering Alerts](#)
- [Displaying ToolTips](#)

- [Changing the Contact Center View](#)
- [Launching the Action Management Report](#)

Important

The same thresholds are applied to the values of a metric no matter its time profile. However, the alerts in the **Alerts** window apply only to threshold violations for Point-in-time metric values and values in the **Short** time profile group (not for the **Medium** and **Long** time profile groups). However, if a Point-in-time or Short metric is put in the Long profile group, it is still used in the threshold rule.