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# Workbench User's Guide

CM Call Flow Alarms

# CM Call Flow Alarms

Workbench Alarms can and are assigned by default to each Call Flow

If/when a Call Flow encounters an issue, a Workbench Alarm will be raised accordingly.

These Channel Monitoring Alarms can be viewed via the Alarms Console and/or via Channel Monitoring Reports.

Please use the following steps to assign/configure Call Flow Alarms:

1. Select **Channel Monitoring > Call Flows** from the Workbench navigation bar.
  1. The existing Call Flows will be displayed in the Call Flow Summary table.
2. To edit a particular Call Flow, select the **Pencil** button on that specific Call Flow row.
  1. The Edit Call Flow page is displayed; the properties of the selected Call Flow will be populated accordingly.
3. Select the **Alarms** tab
  1. The default settings are displayed; ALL Alarm types are enabled by default
4. The Alarm type modification parameters being:
  1. Enable
  2. Disable
  3. Severity
  4. Threshold (if applicable)
5. Once complete, click the **Save** or **Save & Close** button.

## Call Flow Alarms Example

The example image below details the Alarms options for Call Flows:

# CM Call Flow Alarms

Workbench Dashboards Alarms 3 Changes Channel Monitoring Discover Visualize Configuration Status fizz

### Channel Monitoring - Call Flows

Call Flow Name: 3999\_to\_2002 Call Flow Application: WB\_IO\_Primary(Asia/Kolkata) Data-Center: EMEA

Cancel Save Save & Close

General Schedule **Alarms**

- Unexpected Hang-up ⓘ  
Alarms Severity: Minor
- No Answer ⓘ  
Alarms Severity: Minor
- Account Authentication Failed ⓘ  
Alarms Severity: Minor
- Media Send Error ⓘ  
Alarms Severity: Minor
- Registrar Connection Failed ⓘ  
Alarms Severity: Minor
- Receive Media Timeout ⓘ  
Alarms Severity: Minor
- Jitter Warning ⓘ  
Low Alarm Severity: 10  
High Alarm Severity: 20  
Critical Alarm Severity: 40
- Max Call Time Exceeded ⓘ  
Low Alarm Severity: 200  
High Alarm Severity: 400  
Critical Alarm Severity: 600
- Wait for Agent Response ⓘ  
Low Alarm Severity: 5  
High Alarm Severity: 9  
Critical Alarm Severity: 12
- Unknown Error ⓘ  
Alarms Severity: Minor
- No Call Setup ⓘ  
Alarms Severity: Minor
- Media Match Fail ⓘ  
Alarms Severity: Minor
- Wait Failed ⓘ  
Alarms Severity: Minor