



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Contact Center Advisor and Workforce Advisor Help

Alert Management Module

5/9/2025

Alert Management Module

From the **Alert Management** module you can:

- Assess the success of the actions taken and learn what action to take for future similar alerts. See [Displaying the Key Action Reports for an Alert](#).
- View the details of the alerts associated with a key action report. See [Displaying the Alerts for a Key Action Report](#).
- Delete a key action report. See [Deleting Key Action Reports](#).
- Filter the rows in either the **Alerts** pane or the **Key Action Reports** pane by date or text search. See [Filters](#).
- Clear the date filter in either the **Alerts** pane or the **Key Action Reports** pane by clicking **Clear**.
- Add a new Key Action Report by clicking **New**.

Key Action Reports and Alerts

The **Alert Management** module displays a table of alerts and a table of key action reports, which enable you to determine the following:

- The best action to resolve a violation
- The key action reports for which you are responsible
- The key action reports for one or more alerts
- The alerts for one or more key action reports
- The alerts that do not have associated key action reports

The map displays all alerts, active and inactive. Only active alerts appear on the **Alert Management** module of the CCAdv and WA dashboards.