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Contact Center Advisor and Workforce Advisor Help

Searching and Filtering Alerts

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Just below the navigation bar at the top of both the **Global** and **Contact Center** views, is the **Search** field and below that, the **Channel** filters (represented by the Voice, E-mail, and Web Chat icons) and **Other Settings** (the **Gear** icon).

Typing in the **Search** field enables you to filter alerts by text attributes. For example, filter the list of alerts to those specific to a metric, region, application group, contact center, application, or contact group. Only the alerts matching the search criterion are displayed. When you clear the search field of text, the complete list of alerts is restored.

Clicking the **Channel** filters enables you to filter by one or more channels. Click the Voice, E-mail or Web Chat icons to hide or display the alerts for these channels. For example, disabling the Voice icon hides the voice-metric related alerts and displays only e-mail- and web chat-metric related alerts.

Clicking the **Other Settings (Gear)** icon enables you to toggle between expanded and collapsed views of the alerts, remove inactive alerts from the view, or sort the alerts by Severity or by Most Recent.