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 values in the **Short** and **Now** time profile groups (not for the **Medium** and **Long** time profile groups).