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# Contact Center Advisor and Workforce Advisor Administrator User's Guide

Alert Causes

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# Alert Causes

Users record the alert cause when creating a key action report. They may select the cause from the **Alert Cause** drop-down list or enter a new cause. In addition, users can suggest that the entered cause be added to the drop-down list for future use. The alert causes are maintained on the **Alert Causes** page in the Administration module. The following screenshot shows the **Alert Causes** page.

Alert Causes			
Search			New
Name	Author	Approved	Display Order
Row 1 to 0 of 0			
Create / Edit *			
* Alert Cause	<input type="text"/>		
Display Order	<input type="text"/>		
Approved	<input checked="" type="checkbox"/>		
Save		Reset	

## Alert Causes Page

The details of an alert cause include:

- **Name:** The name of the alert cause. The name must be unique and is not case sensitive. If the name is modified, it will change on existing key action reports.
- **Author** (display only): Properties that identify the person who created the cause on the **Alert Causes** page or on a key action report. These are the person's first and last name, or e-mail address, or username, depending on what is available in the Configuration Server.
- **Display Order** (optional): The location of the cause in the **Causes** drop-down list on the **Action**

**Management** page. Causes without a sequence number display in alphabetical order. The range of the display order is 30.

- **Approved:** The status of the cause is either approved or unapproved. When added from the **Alert Causes** page, the **Approved** check box is automatically selected. When suggested from the **Action Management** page, the **Approved** check box is unselected (unapproved).

From the **Alert Causes** page, you can:

- Add a new alert cause to be available in the **Alert Cause** drop-down list on the **Action Management** page. Open the **Alert Causes** page and use the **Search** field.
- Approve an alert cause.
- Edit an alert cause.
- Delete one or more alert causes that are not used and not included in a key action report.

### Procedure: Approve or Reject an Alert Cause

**Purpose:** On the **Action Management** page, users can enter new alert causes and suggest that they are added to the drop-down list. The suggested causes display in the **Alert Causes** table on the **Alert Causes** page. The causes suggested by a user are initially unapproved.

#### Steps

1. To add an unapproved cause to the drop-down list on the **Action Management** page:
  - a. Highlight a row for an unapproved cause in the **Alert Causes** table.  
The details display in the **Details** section.
  - b. Select the **Approved** check box.
  - c. Click **Save**.  
The approved cause displays in the table with a check mark.
2. To leave a cause off the drop-down list on the **Action Management** page:
  - a. Highlight a row for an approved cause in the **Alert Causes** table.  
The details display in the **Details** section.
  - b. Clear the **Approved** check box.
  - c. Click **Save**.  
The unapproved cause displays in the table with a symbol to indicate that it is unapproved.