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Performance Management Advisors Deployment Guide

Format Alert Messages sent by Advisors

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You can format the e-mail about alerts that is sent by Contact Center Advisor XML Generator and Workforce Advisor Server. You can format both the subject and body text of an e-mail. You may want to shorten the text to accommodate the smaller screens of pagers.

The template files for messages' subjects and body text are available after either XML Generator or the WA server is installed.

Note the following:

- If you format the CCAdv alert messages after deploying CCAdv, you must restart XMLGen.
- If you format the WA alert messages after deploying WA, you must restart the Geronimo that is running WA Server.

The list of properties you could add with descriptive text appears in *Message Properties* below. The properties whose names end in `.de` are for inclusion in German text. The properties whose names end in `.en` are for inclusion in English text. The properties whose names end in `.fr` are for inclusion in French text. (Performance Management Advisors currently offer the French-language option in release 8.1.4 and 8.5.1.)

Properties without a suffix can be included in text in any language.

The names of business objects that you create in the Configuration Server are available in only one language. So, for example, in an e-mail sent about an alert, the name of a contact center will be in only one language. The contact center's name will replace both `${call.center.name.en}` and `${call.center.name.de}` in the template for the e-mail's subject or body.

Even though the same object name replaces the property for the name in any language, it is still necessary to have three properties – one per language. If an object name is not present, Advisors enters the word none, which is different in every language.

To format alert messages, change any of the text in the template except the text between the brackets “{}”.

[+] Show Message Properties

Description	Property
A comma-separated list of distribution lists to which an e-mail about an alert was sent.	<code>\${distribution.list.names}</code>
The name of the application group related to an element that caused the alert. There might not be one.	<code>\${application.group.name.en}</code> <code>\${application.group.name.de}</code> <code>\${application.group.name.fr}</code>
Alert types: Business, or Technical.	<code>\${alert.type.en}</code> <code>\${alert.type.de}</code> <code>\${alert.type.fr}</code>
The name of one contact center, possibly the only	<code>\${call.center.name.en}</code>

Description	Property
contact center, associated with the alert.	<code>\${call.center.name.de}</code> <code>\${call.center.name.fr}</code>
A list of comma-separated names of all contact centers associated with the alert.	<code>\${call.center.name.list.en}</code> <code>\${call.center.name.list.de}</code> <code>\${call.center.name.list.fr}</code>
The subject: an application or a peripheral in CCAAdv, a contact group in WA.	<code>\${alert.element.name.en}</code> <code>\${alert.element.name.de}</code> <code>\${alert.element.name.fr}</code>
A metric's value. There might not be one.	<code>\${alert.value.en}</code> <code>\${alert.value.de}</code> <code>\${alert.value.fr}</code>
The display name of the metric whose threshold violation caused the alert. There might not be one.	<code>\${alert.metric.name.en}</code> <code>\${alert.metric.name.de}</code> <code>\${alert.metric.name.fr}</code>
The value entered on the System Configuration page, called Alert Creation Delay Interval (minutes) in that page. This might not be appropriate for some of these alerts. For example, a technical alert about a peripheral gateway being offline is reported as soon as it is detected, not after a delay.	<code>\${alert.delay.minutes}</code>
The alert's start date and time.	<code>\${alert.start.time.en}</code> <code>\${alert.start.time.de}</code> <code>\${alert.start.time.fr}</code>
How long the alert is/was active.	<code>\${alert.duration.minutes}</code>
The alert's status: active or expired.	<code>\${alert.active.status.en}</code> <code>\${alert.active.status.de}</code> <code>\${alert.active.status.fr}</code>
The name of the geographic region related to the element that caused the alert. There might not be one.	<code>\${geographic.region.name.en}</code> <code>\${geographic.region.name.de}</code> <code>\${geographic.region.name.fr}</code>
The name of the reporting region related to the element that caused the alert. There might not be one.	<code>\${reporting.region.name.en}</code> <code>\${reporting.region.name.de}</code> <code>\${reporting.region.name.fr}</code>
Name of the operating unit related to the element that caused the alert. There might not be one.	<code>\${operating.unit.name.en}</code> <code>\${operating.unit.name.de}</code> <code>\${operating.unit.name.fr}</code>

[+] Show Examples

CCAdv Message for an Alert Concerning a Threshold Violation

This is located in: c:\advisors\conf\templates\AlertThresholdViolation_EmailTemplate.txt. This example assumes that, at installation, you chose both German and English. Therefore, the template file contains the text in both languages.

Contact Center Advisor hat eine Verletzung eines Business-Alarms festgestellt, den Sie abonniert haben. Sie erhalten diesen Alarm, da der nachstehende Schwellenwert länger als der definierte Zeitraum außerhalb des akzeptablen Bereichs von \${alert.delay.minutes} Minuten lag.

Dieser Alarm betrifft das geografische Gebiet \${geographic.region.name.de}, Berichtsgebiet \${reporting.region.name.de}, Einheit \${operating.unit.name.de} und das Contact Center: \${call.center.name.list.de}.
Betroffene Anwendung: \${alert.element.name.de} in der Anwendungsgruppe \${application.group.name.de}.
Verletzte Metrik: \${alert.metric.name.de}.
Aktueller Metrikwert: \${alert.value.de}.
Schwellenwertverletzung zuerst festgestellt bei: \${alert.start.time.de}.
Der Alarm ist aktiv seit: \${alert.duration.minutes} Minuten.
Der Alarmstatus ist: \${alert.active.status.de}.

Contact Center Advisor has detected the violation of a business alert to which you are subscribed. You are receiving this alert because the threshold below has remained outside the acceptable range for longer than the defined time period of \${alert.delay.minutes} minutes.

This alert affects the Geographic Region \${geographic.region.name.en}, Reporting Region \${reporting.region.name.en}, Operating Unit \${operating.unit.name.en}, and the Contact Center: \${call.center.name.list.en}. It involves the application \${alert.element.name.en} in the Application Group \${application.group.name.en}.

Metric violated was: \${alert.metric.name.en}.
Current metric value: \${alert.value.en}.
Threshold violation was first detected at: \${alert.start.time.en}.
The alert has been active for: \${alert.duration.minutes} minutes.
The alert's status is: \${alert.active.status.en}.

CCAdv Message for an Alert Concerning an Offline Peripheral

This is located in: c:\advisors\conf\templates\AlertOther_EmailTemplate.txt. This example assumes that, at installation, you chose both German and English. Therefore, the template file contains the text in both languages.

Contact Center Advisor hat eine Verletzung des Alarms \${alert.type.de} festgestellt, den Sie abonniert haben. Dieser Alarm betrifft die folgenden Contact Center(s): \${call.center.name.list.de}.
Betroffenes Element (Peripheriegerät/Anwendung etc.): \${alert.element.name.de}.
Alarm zuerst festgestellt bei: \${alert.start.time.de}.
Alarmstatus: \${alert.value.de}.
Der Alarm ist aktiv seit: \${alert.duration.minutes} Minuten.
Der Alarmstatus ist: \${alert.active.status.de}.

Contact Center Advisor has detected the violation of a \${alert.type.en} alert to which you are subscribed.
This alert affects the following contact center(s): \${call.center.name.list.en}.
It involves the element (peripheral/application/etc): \${alert.element.name.en}.
Alert was first detected at \${alert.start.time.en}.
Alert status: \${alert.value.en}.
The alert has been active for: \${alert.duration.minutes} minutes.
The alert's status is: \${alert.active.status.en}.

WA Message for an Alert Concerning a Threshold Violation

This is located in: c:\advisors\conf\templates\
AlertThresholdViolation_EmailTemplateWU.txt. This example assumes that, at installation, you chose both German and English. Therefore, the template file contains the text in both languages

Workforce Advisor hat eine Verletzung eines Business-Alarms festgestellt, den Sie abonniert haben. Sie erhalten diesen Alarm, da der nachstehende Schwellenwert länger als der definierte Zeitraum außerhalb des akzeptablen Bereichs von
\${alert.delay.minutes} Minuten lag.
Dieser Alarm betrifft das geografische Gebiet \${geographic.region.name.de},
Berichtsgebiet \${reporting.region.name.de}, Einheit \${operating.unit.name.de} und das
Contact Center: \${call.center.name.list.de}.
Betroffene Kontaktgruppe: \${alert.element.name.de} in der Anwendungsgruppe
\${application.group.name.de}.
Verletzte Metrik: \${alert.metric.name.de}.
Aktueller Metrikwert: \${alert.value.de}.
Schwellenwertverletzung zuerst festgestellt bei: \${alert.start.time.de}.
Der Alarm ist aktiv seit: \${alert.duration.minutes} Minuten.
Der Alarmstatus ist: \${alert.active.status.de}.

Workforce Advisor has detected the violation of a business alert to which you are subscribed. You are receiving this alert because the threshold below has remained outside the acceptable range for longer than the defined time period of
\${alert.delay.minutes} minutes.

This alert affects the Geographic Region \${geographic.region.name.en}, Reporting Region \${reporting.region.name.en}, Operating Unit \${operating.unit.name.en}, and the Contact Center: \${call.center.name.list.en}.

It involves the contact group \${alert.element.name.en} in the Application Group \${application.group.name.en}.

Metric violated was: \${alert.metric.name.en}.
Current metric value: \${alert.value.en}.
Threshold violation was first detected at: \${alert.start.time.en}.
The alert has been active for: \${alert.duration.minutes} minutes.
The alert's status is: \${alert.active.status.en}.

Language Order in Templates

If required, you can re-order the languages used in the e-mail templates by editing the template file

directly.

Testing E-mail Sent by XML Generator

You can test the mail sent by XML Generator without actually running the application and configuring the conditions that would cause it to send the e-mail.

1. In the Solution Control Server UI, stop the application that controls CCAdv XML Generator on the system on which you are going to run the e-mail tester.
2. Change directory to the Advisors base directory (the one in which you installed Genesys Advisors), and then change it to \xmlgen.
3. Run the command:
`emailtest.bat` or
`emailtest.sh` or
4. Wait until the test application has exited, and check its output for errors.
5. Check the e-mail received at the address that is the value of the `connectionFailureRetryParams.supportEmail` property in `conf/XMLGen.properties`.
6. Update the templates for the e-mail and repeat the above steps until you are satisfied.
7. In the Solution Control Server UI, clear the effect of the e-mail tester: choose Stop again on the application that controls XML Generator.
8. Start CCAdv XMLGenerator again from the Solution Control Server UI.