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## Contact Center Advisor and Workforce Advisor Help

[Viewing Alerts](#)

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# Viewing Alerts

The **Alerts** pane lists all active alerts, displaying each alert on an individual row.

## Cycling Through Alerts

You can cycle through the alerts automatically or manually. CCAdv cycles through the alerts automatically if you select the **Cycle** checkbox. Otherwise, you can cycle through the alerts manually.

- In *cycle* mode, alerts are shown for each contact center in a carousel-like manner.
- If the cycle mode is not selected, you control the list of alerts that display.

Clear the **Cycle** check box to disable the automatic scrolling actions. When you turn off the cycle mode, the **Alerts** pane displays a complete list of alerts.

When the cycle mode is disabled, you can scroll through all of the alerts manually, or use the filters at the top of the **Alerts** pane to find specific alerts; see [Searching and Filtering Alerts](#).

## Expanding and Collapsing Alerts

You can view alerts in collapsed or expanded mode. In expanded mode, the sparkline displays for metric threshold violation alerts (see [Alerts Pane Attributes](#) for more information about the sparkline). By default, alerts are displayed in collapsed mode.

In collapsed mode, you can view basic alert information, such as:

- The name or message associated with the alert.
- The metric value and alert severity indicator.
- The alert's date and time information.

See [Alerts Pane Attributes](#) for more information about the symbols and color-coding used in the **Alerts** pane.

In expanded mode, you can view the basic alert information, as well as a sparkline graph at the bottom of each metric threshold violation alert cell, with warning- and critical-colored bar graph indicators. The y-axis represents the metric value and the x-axis represents time.

To expand the display of an individual alert, in the cell that contains the alert for which you want to view the sparkline, click the drop-down arrow beside the **Started/Duration** information. To return to collapsed mode, click the arrow again.

To expand or collapse all alerts in the **Alerts** pane simultaneously, click the **Expand All/Collapse All** link that displays above the **Alerts** pane. The link toggles between an expanded and collapsed view

of the alerts.

For detailed descriptions of the alert attributes listed above, see [Alerts Pane Attributes](#).

## Resizing the Alerts Pane

The **Alerts** pane is resizable horizontally. You can manually resize the width of the **Alerts** pane on your dashboard. Move your cursor over the space between the **Alerts** pane and the other panes on your dashboard until you see the split bar symbol () , and then click and drag.

To quickly collapse or expand the **Alerts** pane, use the collapse/expand arrows () that are available between the panes.