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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 ( and ) that are available between the panes.