GENESYS™

Contact Center Advisor and Workforce Advisor Administrator User's Guide

Adding or Updating Thresholds

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Adding or Updating Thresholds

You can update the values for a threshold in Advisors. You can enter values for **Lower-Bound Critical** and **Lower-Bound Warning**, or **Upper-Bound Warning** and **Upper-Bound Critical**, or all four values.

Depending on the metric, the value may be acceptable above or below a certain value.

If for example, the threshold is defined with only **Upper-Bound Warning** of 50 and **Upper-Bound Critical** of 75, then a value between 50 and 75 triggers a warning. If the value is above 75, a critical violation is triggered.

If the threshold is defined with a only **Lower-Bound Warning** of 75 and **Lower-Bound Critical** of 70, then a value between 70 and 75 triggers a warning. If the value is below 70, a critical violation is triggered.

For a case in which all four values are set, the threshold values are defined to trigger if the value is below or above defined values. For example, values below 10 or above 90 might trigger a critical violation, values between 80 and 90 or between 10 and 20 trigger a warning violation, and values between 20 and 80 are acceptable.

## Procedure: Update application or contact group thresholds

Steps

1. For CCAdv, click the `Application Thresholds` tab. For WA, click the `Contact Group Thresholds` tab.

2. Select an application group.

3. In the `Thresholds` panel, select a metric to work with. If you do not see the metric you want, then its `Threshold Applicable` setting is not set to Yes. To set it, go to the go to the Report Metrics page and change it there.

4. Type the values for the upper-bound and/or lower-bound limits for the selected metric. Your values are restricted by those in the Min and Max columns of the metric. To set new Min and Max values, go to the Report Metrics page and change them there.

5. To save the changes, click Save.
   A confirmation message displays. The values display on the **Thresholds** page.

6. Add any exceptions required. See Adding Threshold Exceptions.

> ### Important
>
> You cannot delete or reset a threshold's values if the threshold is causing an active alert, or caused an alert that is now expired, but has not been deleted from the Advisors database. To end the alert and make it inactive, change the threshold's values so that the metric no longer causes a violation. When the alert ends, and CCAdv or WA has deleted it from the Advisors database, you can reset the threshold or delete its values. See Application Groups and Thresholds for details. A section in that page describes how Advisors ends and then deletes active alerts.

Example: Working with thresholds

You can find the values for configured thresholds in the **Alerts** panel on the dashboard. The following Figure shows the location of threshold values on the panel.
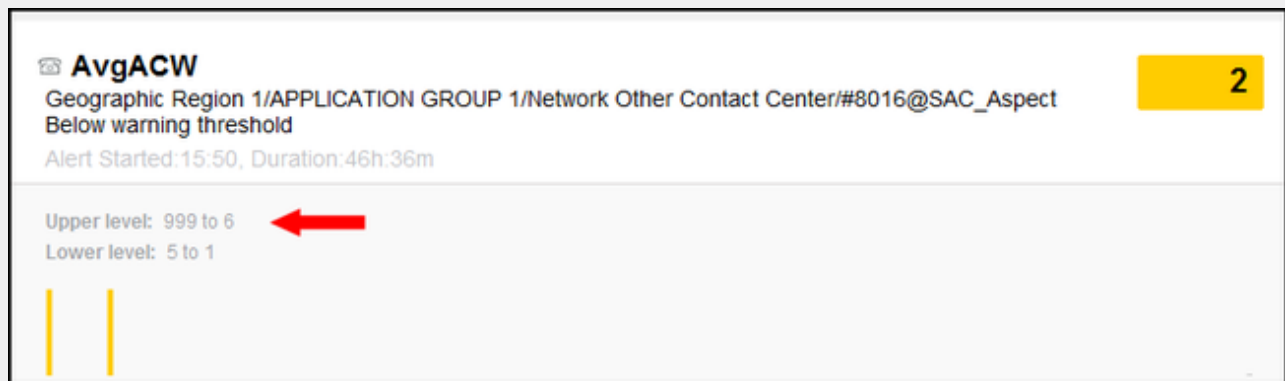

The lower level values shown on the **Alerts** panel correspond to the **Lower-Bound Critical** and **Lower-Bound Warning** values. The upper level values shown on the **Alerts** panel correspond to the **Upper-Bound Warning** and **Upper-Bound Critical** values. See the following Figure.

Lower-Bound Cri...	Lower-Bound Wa...	Upper-Bound War...	Upper-Bound Crit...
1	5	6	999

Threshold values entered on the **Application** tab

Based on the threshold values for the AvgACW metric, shown in the **Alerts** panel, cell color in the dashboard behaves as shown in the following Figure:
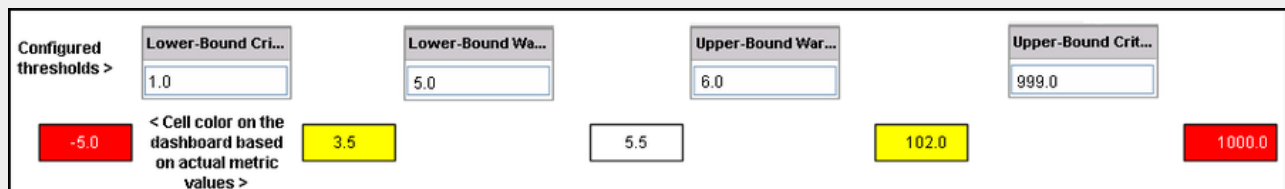
You can enter values for only the **Lower-Bound Critical** and **Lower-Bound Warning** thresholds:

Example: Working with thresholds

Lower-Bound Cri...	Lower-Bound Wa...	Upper-Bound War...	Upper-Bound Crit...
400	500		

Configured lower thresholds only

You can also enter values for only the **Upper-Bound Warning** and **Upper-Bound Critical** thresholds:

Lower-Bound Cri...	Lower-Bound Wa...	Upper-Bound War...	Upper-Bound Crit...
		-10.00	-5.50

Configured upper thresholds only

You cannot, however, enter values for only the **Lower-Bound Warning** and **Upper-Bound Warning** thresholds.

You can enter negative numbers for threshold values, however, they must be entered in increasing order from the lowest-level threshold you use to the uppermost-level you use. That is, if you enter values for all four thresholds (**Lower-Bound Critical**, **Lower-Bound Warning**, **Upper-Bound Warning**, and **Upper-Bound Critical**), then you would enter them as shown in the following example:

Lower-Bound Cri...	Lower-Bound Wa...	Upper-Bound War...	Upper-Bound Crit...
-1000	-900	-400	-300

Negative values configured for thresholds