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Workbench User's Guide

CM Call Flow Alarms

12/13/2025

CM Call Flow Alarms

Workbench Alarms can and are assigned by default to each Call Flow

If/when a Call Flow encounters an issue, a Workbench Alarm will be raised accordingly.

These Channel Monitoring Alarms can be viewed via the Alarms Console and/or via Channel Monitoring Reports.

Please use the following steps to assign/configure Call Flow Alarms:

1. Select **Channel Monitoring > Call Flows** from the Workbench navigation bar.
 1. The existing Call Flows will be displayed in the Call Flow Summary table.
2. To edit a particular Call Flow, select the **Pencil** button on that specific Call Flow row.
 1. The Edit Call Flow page is displayed; the properties of the selected Call Flow will be populated accordingly.
3. Select the **Alarms** tab
 1. The default settings are displayed; ALL Alarm types are enabled by default
4. The Alarm type modification parameters being:
 1. Enable
 2. Disable
 3. Severity
 4. Threshold (if applicable)
5. Once complete, click the **Save** or **Save & Close** button.

Call Flow Alarms Example

The example image below details the Alarms options for Call Flows:

CM Call Flow Alarms

Workbench

Dashboard

Alarms

Changes

Channel Monitoring

Discover

Visualize

Configuration

Status

fizz

Channel Monitoring - Call Flows

Call Flow Name

3999_to_2002

Call Flow Application

WB_IO_Primary(Asia/Kolkata)

Data-Center

EMEA

Cancel

Save

Save & Close

General

Schedule

Alarms

☒ Unexpected Hang-up ⓘ

Alarms Severity

Minor

☒ No Answer ⓘ

Alarms Severity

Minor

☒ Account Authentication Failed ⓘ

Alarms Severity

Minor

☒ Media Send Error ⓘ

Alarms Severity

Minor

☒ Registrar Connection Failed ⓘ

Alarms Severity

Minor

☒ Receive Media Timeout ⓘ

Alarms Severity

Minor

☒ Jitter Warning ⓘ

Low Alarm Severity

10

High Alarm Severity

20

Critical Alarm Severity

40

☒ Max Call Time Exceeded ⓘ

Low Alarm Severity

200

High Alarm Severity

400

Critical Alarm Severity

600

☒ Wait for Agent Response ⓘ

Low Alarm Severity

5

High Alarm Severity

9

Critical Alarm Severity

12

☒ Unknown Error ⓘ

Alarms Severity

Minor

☒ No Call Setup ⓘ

Alarms Severity

Minor

☒ Media Match Fail ⓘ

Alarms Severity

Minor

☒ Wait Failed ⓘ

Alarms Severity

Minor