



5.8 Real-Time Metric Alerts

Bright Pattern Documentation

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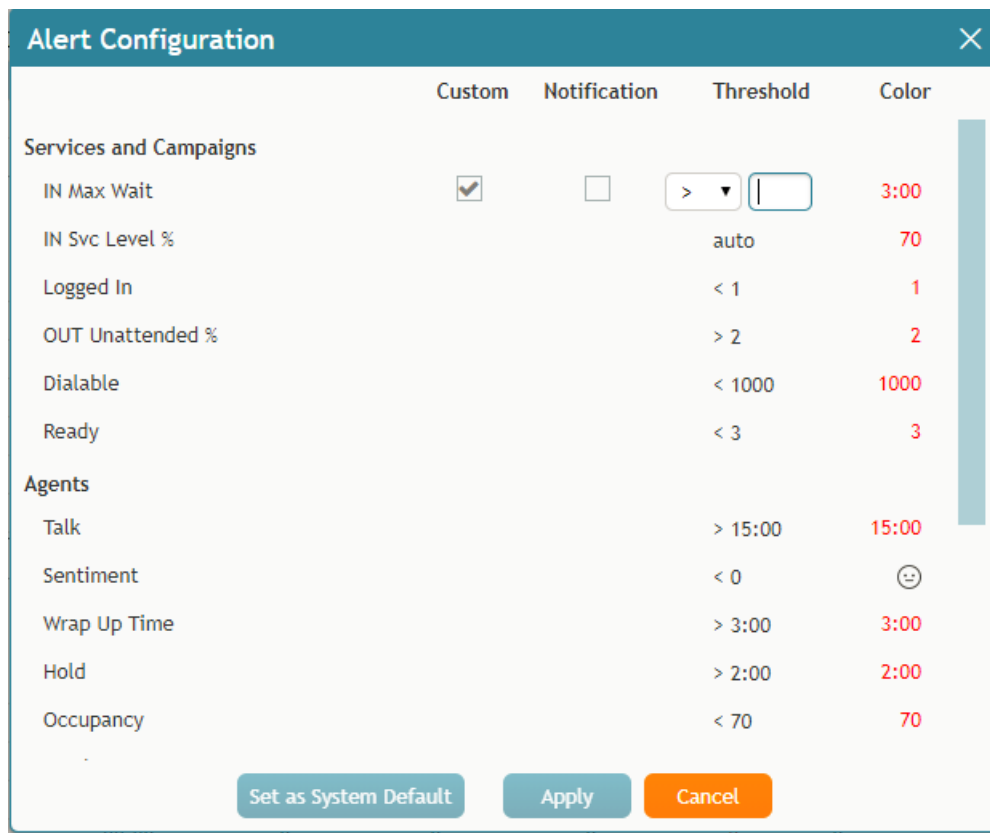
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Customizing Real-Time Metric Alerts

You can set thresholds for some of the service, campaign, and agent metrics and be visually alerted whenever the current values of the corresponding metrics reach those thresholds.

How to Set Threshold Values

1. Click the **Settings** in the upper right corner of the Agent Desktop.
2. Select **Alert Configuration** from the drop-down menu.
3. Click in the area adjacent to the name of the statistic for which you would like to set or change the threshold and select the **Custom** box.
4. Enter the desired threshold value.
5. Click **Apply**.



The image shows a screenshot of the 'Alert Configuration' dialog box. It features a table with four columns: 'Custom', 'Notification', 'Threshold', and 'Color'. The table is divided into two sections: 'Services and Campaigns' and 'Agents'. The 'Custom' column contains checkboxes, the 'Notification' column contains checkboxes, the 'Threshold' column contains dropdown menus and input fields, and the 'Color' column contains color-coded values or icons. At the bottom of the dialog, there are three buttons: 'Set as System Default', 'Apply', and 'Cancel'.

	Custom	Notification	Threshold	Color
Services and Campaigns				
IN Max Wait	<input checked="" type="checkbox"/>	<input type="checkbox"/>	> <input type="text"/>	3:00
IN Svc Level %			auto	70
Logged In			< 1	1
OUT Unattended %			> 2	2
Dialable			< 1000	1000
Ready			< 3	3
Agents				
Talk			> 15:00	15:00
Sentiment			< 0	☹️
Wrap Up Time			> 3:00	3:00
Hold			> 2:00	2:00
Occupancy			< 70	70

Alert configuration

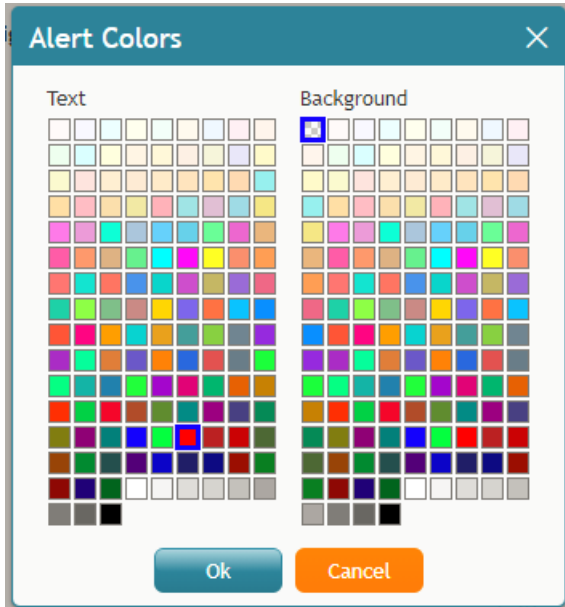
Changing Alert Colors

You can customize the color of the text and background of alerts. To do this, follow these steps:

1. Click the **Settings** in the upper right corner of the Agent Desktop.
2. Select **Alert Configuration** from the drop-down menu.
3. Click in the area adjacent to name of the statistic that you would like to change the color of and select the

Custom box.

4. From here, click the **Color** field to access *Alert Colors*.
5. Select the color of the text or the background (or both) as it shall appear when the actual metric value reaches the specified threshold, and click **OK**.
6. Back in Alert Configuration, click **Apply**.



Customize alert colors

How to Set System-Wide Thresholds

Depending on your privileges, you may be able to make the thresholds that you define available system-wide (i.e., to all other supervisors in your contact center). Note that they may still be able to customize these thresholds for their own desktops. To apply your thresholds system-wide, follow these steps:

1. Click the **Settings** in the upper right corner of the Agent Desktop.
2. Select **Alert Configuration** from the drop-down menu.
3. Click in the area adjacent to the name of the statistic for which you would like to set or change the threshold and select the **Custom** box.
4. Enter the desired threshold value.
5. Click the **Set as System Default** button.

Alert Configuration

	Custom	Notification	Threshold	Color
Services and Campaigns				
IN Max Wait	<input checked="" type="checkbox"/>	<input type="checkbox"/>	> <input type="text"/>	3:00
IN Svc Level %			auto	70
Logged In			< 1	1
OUT Unattended %			> 2	2
Dialable			< 1000	1000
Ready			< 3	3
Agents				
Talk			> 15:00	15:00
Sentiment			< 0	☺
Wrap Up Time			> 3:00	3:00
Hold			> 2:00	2:00
Occupancy			< 70	70

Changing threshold settings