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Workforce Management Supervisor Help

[Performance Alerts View](#)

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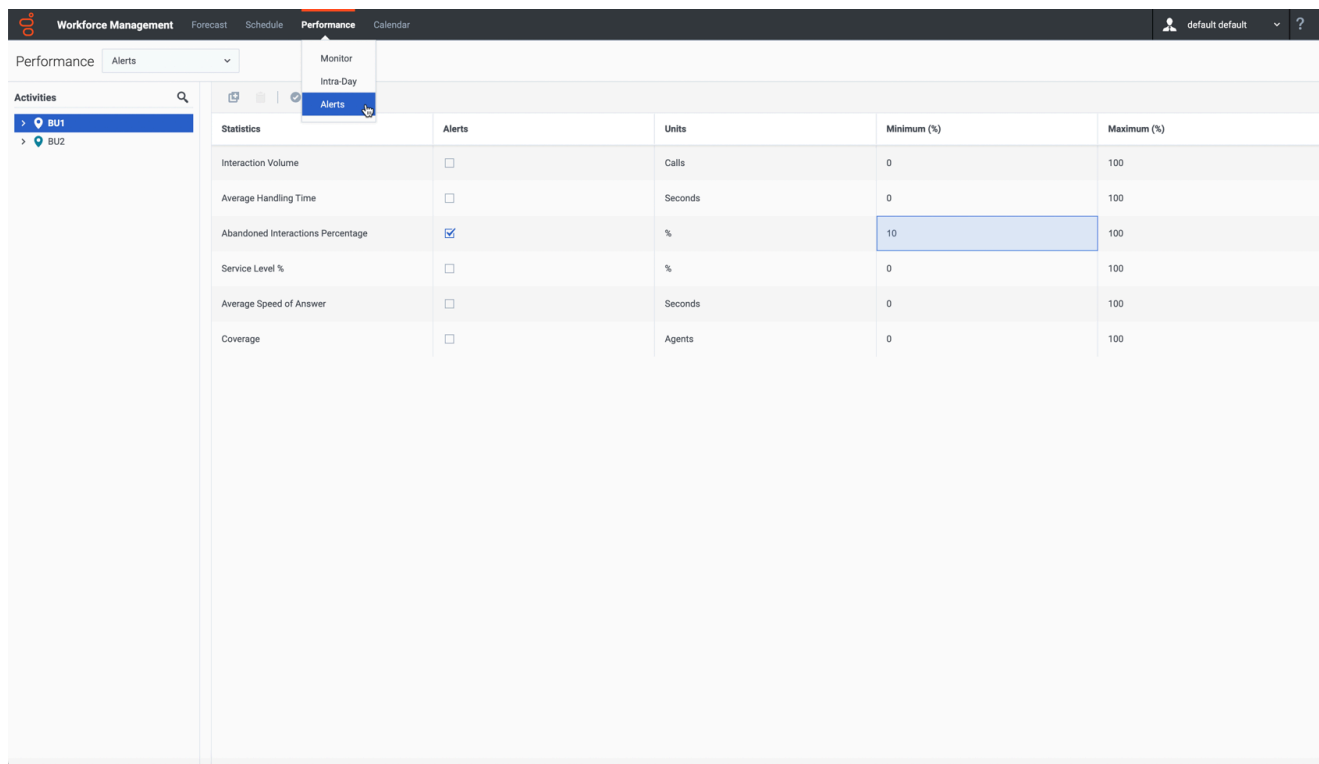
This topic describes how to configure visual alert notifications for unacceptable performance.

Related documentation:

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You can use the **Alerts** view to configure visual alert notifications for unacceptable performance. The **Alerts** function uses Master Forecast and schedule data as a baseline for acceptable performance results. If user-defined performance limits are violated (for example, if too many interactions are being abandoned, or if service levels fall too low), an Alert warning () in the Monitor view notifies site managers that action may be necessary.

Displaying the Alerts view



The screenshot shows the Workforce Management interface with the Performance tab selected. The Alerts view is displayed, showing a table of performance metrics. The table has columns for Statistics, Alerts, Units, Minimum (%), and Maximum (%). The row for Abandoned Interactions Percentage is highlighted, showing a value of 10 in the Minimum (%) column.

Statistics	Alerts	Units	Minimum (%)	Maximum (%)
Interaction Volume	<input type="checkbox"/>	Calls	0	100
Average Handling Time	<input type="checkbox"/>	Seconds	0	100
Abandoned Interactions Percentage	<input checked="" type="checkbox"/>	%	10	100
Service Level %	<input type="checkbox"/>	%	0	100
Average Speed of Answer	<input type="checkbox"/>	Seconds	0	100
Coverage	<input type="checkbox"/>	Agents	0	100

To display the **Alerts** view, click the **Performance** tab and select **Alerts** (or choose **Alerts** from the

Performance module dropdown list).

From the **Activities** tree, select the business unit, multi-site activity, activity group, or site you want to view. If you switched to this view from another Performance view, it retains your earlier **Activities** tree selection. At right, the deviation details are refreshed with any alert settings that have already been configured for your selection.

Configuring performance alerts

To set an alert on a different business unit, site, or activity, select it in the **Activities** tree. You can expand business units to show their activity groups and sites and expand sites to show their activities. If you made a new selection, the deviations are updated to match it.

Select the **Alerts** check box beside each statistic name for which you want an alert. Clear the check box for statistics that should not have alerts.

Set the **Minimum (%)** and **Maximum (%)** allowable deviation for each statistic whose check box you selected. Set these limits by double-clicking on the cell and typing in the appropriate columns. These limits define the variance beyond which an alert is displayed. For example, assume that you set 3.0 as the Minimum (%) deviation level for Average Handling Time, and 5.0 (%) as the Maximum (%). In this case, an alert appears when the AHT goes more than 3 percent under, or 5 percent over, the number set in the forecast.

Click **Apply** (✓). Or, to discard your changes, click **Cancel** (✕).

If desired, configure alerts for other Business Units, activity groups, sites, or activities. You can repeat these steps for as many **Activities** tree selections as you like. If you make a new selection without first clicking **Apply**, a dialog box prompts you to **Save** your changes, **Discard** them, or click **Cancel** to keep working with the same selection.

To exit the **Alerts** view, select a different view from the **Performance** menu or module list.