

Queue Alarms

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Queue Alarm Configuration

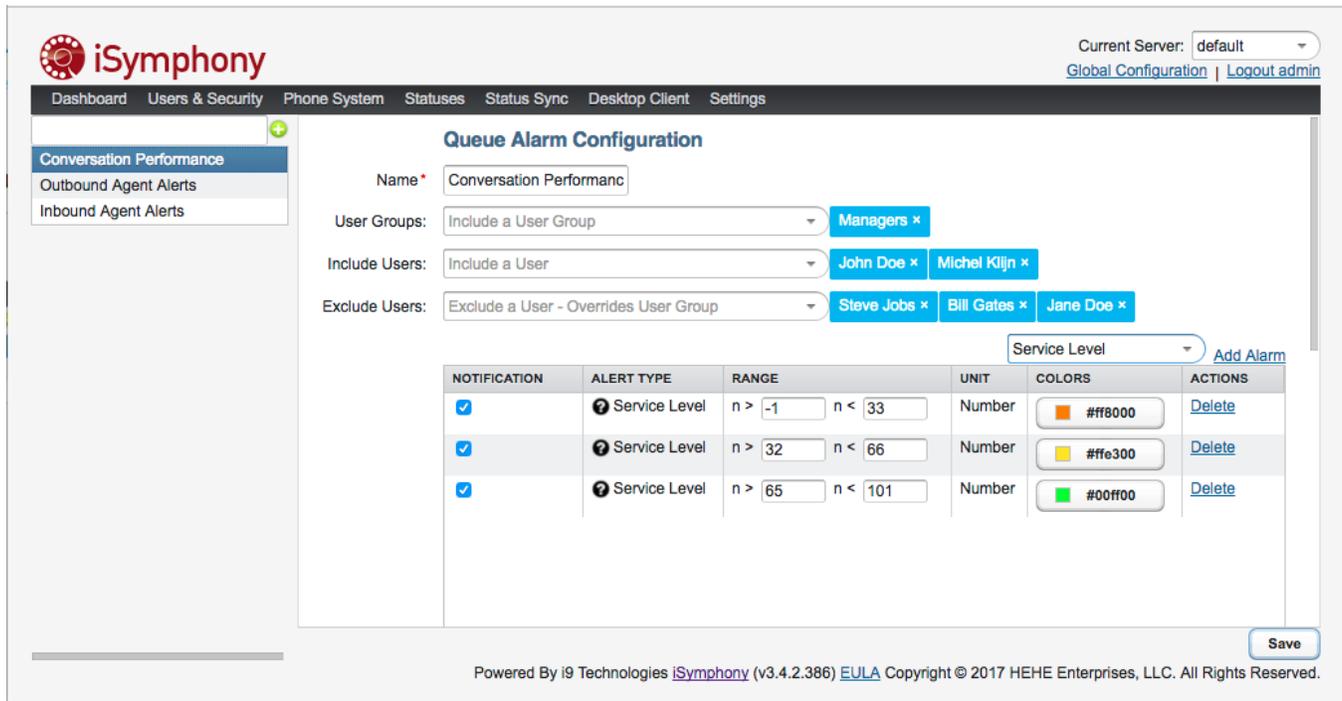
The Queues Alarm Configuration page allows you to configure a set of Queue Alarms that will be displayed for a selection of users. You can access the Queues configuration page by selecting **Phone System->Queues Alerts** in the Administration Interface.

Configuring the users

The target users can be selected through the lists User Group, Include Users and Excluded Users. The configured alerts will appear for all users that are either in one of the selected groups or are explicitly listed in the included users. It goes without saying that users listed in Exclude Users will never be targeted.

Note

After creating the Queue Alarm Configuration it has to still be associated with a [queue configuration](#) before its alarms will be shown in the client



The screenshot shows the 'Queue Alarm Configuration' page in the iSymphony administration interface. The page title is 'Queue Alarm Configuration' and the current server is 'default'. The navigation menu includes Dashboard, Users & Security, Phone System, Statuses, Status Sync, Desktop Client, and Settings. The left sidebar shows 'Conversation Performance' selected, with sub-items 'Outbound Agent Alerts' and 'Inbound Agent Alerts'. The main configuration area includes:

- Name:** Conversation Performanc
- User Groups:** Include a User Group (Managers x)
- Include Users:** Include a User (John Doe x, Michel Kljn x)
- Exclude Users:** Exclude a User - Overrides User Group (Steve Jobs x, Bill Gates x, Jane Doe x)

Below the configuration fields is a table of configured alarms. The table has columns for NOTIFICATION, ALERT TYPE, RANGE, UNIT, COLORS, and ACTIONS. The 'Service Level' dropdown is set to 'Service Level' and the 'Add Alarm' button is visible.

NOTIFICATION	ALERT TYPE	RANGE	UNIT	COLORS	ACTIONS
<input checked="" type="checkbox"/>	 Service Level	n > -1 n < 33	Number	 #ff8000	Delete
<input checked="" type="checkbox"/>	 Service Level	n > 32 n < 66	Number	 #ffe300	Delete
<input checked="" type="checkbox"/>	 Service Level	n > 65 n < 101	Number	 #00ff00	Delete

At the bottom right of the configuration area is a 'Save' button. The footer of the page reads: 'Powered By i9 Technologies | [iSymphony](#) (v3.4.2.386) [EULA](#) Copyright © 2017 HEHE Enterprises, LLC. All Rights Reserved.'

Screenshot 1: The Queue Alarm Configuration page

Alarms

New Alarms can be added to the Alarm Configuration by selecting a Alert Type from the dropdown list and clicking add Alarm. Each alarm will trigger a visual hint (screenshot 2) in the client's [Queue Widget](#) when the value of the Alert Type's target statistic is within the specified range. If any of the ranges overlap only one of the matching visual hints will display. Since Alarms are not ordered it could be any of the overlapping of the Alarm's hints that will be display. We therefor recommend not overlapping the Alarms.

In addition to the visual hint a notification can be shown to the users by checking the notification check box. This will result in a notification in the lower right corner of the client as shown in screenshot 2. Notifications for overlapping ranges are all displayed as they stack on top of each other. Notification will only be visible to users that have the queue widget on their active dashboard.

Once a alert configuration is saved it can be added to a queue via the [queue configuration](#).



Overlapping Alarm Configurations

In the same way there is no order for the alarms in a Queue Alarm Configuration there is no order for the Queue Alarm Configurations themselves. Therefore an Queue Alarm Configuration can override another configuration if they have overlapping alarm definitions that apply to the same user, preventing one of the two configurations from displaying.

Alert Types

Calls In Queue

The number of calls currently in the queue.

Agents In Queue

The number of agents currently in the queue.

Agents On Call

The number of agents currently on a call.

Total Calls

The total number of calls taken for the queue.

Completed Calls

The total number of calls completed for the queue.

Abandoned Calls

The total number of abandoned calls for the queue.

Average Hold Time

The average hold time for calls taken in the queue.

Average Talk Time

The average talk time for calls taken in the queue.

Service Level

The number of calls that have met the service level.

Agent Talk Time

The talk time for an agent on a queue call.

Agent Calls Taken

The number of queue calls taken by an agent.

Call Hold Time

The time a call has been waiting in the queue.

The screenshot shows the iSymphony Queue (Main) dashboard. At the top, there are navigation tabs for 'My Stream', 'Queue', 'Conference', and 'Call'. The user 'Michel Klijn - Out to Lunch' is logged in. The dashboard displays various statistics for the queue:

Statistics	Max Calls	Strategy	ringall	Weight	Service Level
Total Calls	21	Completed	0/21 (0%)	Abandoned	21/21 (100%)
Average Hold Time	00:00:00	Average Talk Time	00:00:00	Service Level Perf.	0.0

Below the statistics, there are sections for 'Agents (0)' and 'Calls'. A notification at the bottom right states: 'Queue alert "Service Level" triggered: 0s gt: -1 and lt: 33'. The footer indicates the system is powered by i9 Technologies iSymphony (v3.4.2.386) and includes a copyright notice for i9 Enterprise, LLC.

Screenshot 2: The Queue widget with the visual hint and notification of the Alert Type Service level visible