

Ring Group Alerts

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Ring Group Alerts are ideal for managers and Call Center owners and provide interval-based analytics. These reports are routed via email and can be sent to any email address, even outside your organization.

To establish threshold alerts based on the number of calls or hold time in a Ring Group, navigate to the **Administration > Interaction Routing > Call Ring Groups>Alerts** tab.

A Kerauno Admin navigates to **System Settings > Email & System Alerting>Ring Group Alerts** tab to create and manage Ring Group Alerts.

Main Menu

EMAIL & ALERTING

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Ring Group Alerts








| | Ring Group | Email Address | Interval |
|--|-------------------------------|--|--------------------------------|
| <input type="checkbox"/> Enable | 1324: Chat+ | <input type="text"/> | <input type="text"/> |
| <input type="checkbox"/> Enable | 1790: Domain Admins | <input type="text"/> | <input type="text"/> |
| <input checked="" type="checkbox"/> Enable | 3000: Agents Primary | <input type="text" value="stage@m.com"/> | <input type="text" value="5"/> |
| <input type="checkbox"/> Enable | 4000: Customer Care | <input type="text"/> | <input type="text"/> |
| <input type="checkbox"/> Enable | 4400: Callers | <input type="text"/> | <input type="text"/> |
| <input type="checkbox"/> Enable | 4901: Client Support | <input type="text"/> | <input type="text" value="1"/> |
| <input type="checkbox"/> Enable | 5500: External Communications | <input type="text"/> | <input type="text"/> |

Update Ring Group Alert Settings

Add Ring Group Alert

Click the **Enable** checkbox for the appropriate Ring Group, enter an email address, and select the Interval. Click the green plus icon to add an additional email address. An interval is the number of minutes Kerauno waits before generating a Ring Group alert email. Click **Update Ring Group Alert Settings** when finished.

Example: When set to 10 (minutes), a report is generated every 10 minutes and sent to the recipient via email.

| | Ring Group | Email Address  | Interval  |
|---|------------|--|---|
| <input type="checkbox"/> | Enable | 1790: Domain Admins | <input type="text"/> |
| <input checked="" type="checkbox"/> | Enable | 3000: Agents Primary | <input type="text" value="stage@m.com"/>  <input type="text" value="10"/> |
| | | <input type="text" value="customercare@keraunouc.c"/>   | |
| <input type="checkbox"/> | Enable | 3200: Agents Overflow | <input type="text" value="stage9999@idim.com"/>  <input type="text" value="5"/> |
|  Update Ring Group Alert Settings | | | |

Example Ring Group Report:

Each report includes Date/Time, Event, Agent that took the call, Talk Time, and Hold Time.



Kerauno PBX - Ring Group Alert (4701: K: Customer Care)

Kerauno PBX Ring Group Calls in last 5 minutes:

| Date / Time | Event | Agent Answered | Talk Time | Hold Time |
|---------------------|--------------------|----------------|-----------|-----------|
| 2019-09-26 10:20:33 | QueueCallerAbandon | | 00:00:00 | 00:00:06 |
| 2019-09-26 10:20:40 | QueueCallerAbandon | | 00:00:00 | 00:00:04 |
| 2019-09-26 10:20:45 | QueueCallerAbandon | | 00:00:00 | 00:00:03 |
| 2019-09-26 10:20:50 | QueueCallerAbandon | | 00:00:00 | 00:00:03 |
| 2019-09-26 10:20:55 | QueueCallerAbandon | | 00:00:00 | 00:00:02 |

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