

UCCX - Queue Alerting via SMS &/or email



[RJ Bornhofen](#) 2 posts since Oct 24, 2013

UCCX - Queue Alerting via SMS &/or email Nov 8, 2016 7:40 AM

We are looking for a company-wide, standardized approach for our UCCX (v10.5+) call center managers (who may be physically distant) to receive actionable SMS text message &/or email alerts during normal business hours for any immediate issues requiring intervention, i.e. zero agents logged-in to queue, OR longest hold-time in queue greater than X minutes, etc. Are there any proven, off-the-shelf techniques that we could implement, while avoiding any additional expense (i.e. tropo.com, 2ring.com) Perhaps we could somehow bake this in at a low level via the CCX script editor? Timeliness of the alert is key, as not everyone carries a pager nor can view a wallboard. Intent is to arm the supervisor with actionable info quickly so they can be proactive BEFORE an incident escalates further. Any suggestions?



[Denise Kwan](#) 1,289 posts since Jun 2, 2015

Re: UCCX - Queue Alerting via SMS &/or email Nov 8, 2016 11:11 AM

Hi RJ,


I cannot think of any solutions at the Finesse level as it is not exposed to a lot of the details such as zero agents logged in to queue. I will move your question to the [CCX script editor](#) forum as they may have a solution at the low level.

Thanx,
Denise



[Jyothish Joshi](#) 39 posts since Sep 14, 2014

Re: UCCX - Queue Alerting via SMS &/or email Nov 21, 2016 6:10 PM

 in response to [Denise Kwan](#)

There is no capability in CCX for triggering an SMS or email from the script.

Currently the best option is for the supervisor to access the CUIC live data reports to know the agent state and the calls waiting in the CSQ.



[Andreas Stuber](#) 29 posts since Aug 9, 2009

Re: UCCX - Queue Alerting via SMS &/or email Dec 11, 2016 10:06 AM

RJ, you'll certainly have to pay the SMS that are being sent - at some point you need to connect to a mobile operator. This can be either with tropo.com and the like, or by having an SMPP agreement with your preferred mobile service operator (which is the approach that we are using with <https://goo.gl/wv3FL0>).