

What Is An Alert Group?

An Alert Group is a series of escalation events that will occur when an alert is encountered.

What Are Escalation Events?

Escalation events determine the order of which the selected users are notified of an alert. The duration that is selected to the escalation event determines the time period before the event escalates to the next user. When an escalation occurs, notification/s will be sent out to the selected user. These notifications are called actions.

What Are Actions?

Actions are simply the type of notification that will occur when an escalation occurs. There are currently 6 types of actions supported by the website. These are:

- SMS
- Email
- Telegram
- Buzzer
- External SMS - These are for SMSs that need to be sent to users outside of the system
- External email - These are for Emails that need to be sent to users outside of the system

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