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QoE Triggers & Alerts

In this section, you can manage system triggers. Scheduled background triggers process statistics and, under certain conditions set by the user, generate notifications and perform certain actions set by the user.

To go to the section, open the QoE Analytics menu and click Triggers and notifications.



A section will open as shown in the picture below.



This section contains three sections:

- List of triggers on the left
- List of notifications in the center
- List of actions performed by triggers as a result of notifications

Triggers can be user or system triggers. System triggers are set by the vendor and can only be disabled / enabled. Custom triggers are set by the user. Custom triggers require subscription activation (Standard license for dpiui2).

Notifications are of several types:

- "Notification" - means that the condition specified in the trigger has been cut
- "No data" means that no data was found during processing of the reports specified in the trigger
- "Keep the last state" - means that no action needs to be taken
- "OK" means that the conditions specified in the trigger did not work, everything is in order and no action needs to be taken

Notification actions are of two types:

- E-mail - sends an e-mail to one or more specified addresses with a specific pattern
- Http - the http resource is called by the GET or POST method. The xml or json data specified in the template is passed to the resource.

To add a trigger, click the Plus button. A form will open as shown below.



There are several blocks in the trigger editing form.

In the General section, you can set general trigger parameters: name, enabled/disabled, scan frequency, scan schedule

The Requests section specifies the list of reports processed by the trigger. For each report, you can set a filter and a period.

The Conditions block specifies the list of conditions for the trigger to fire. Each condition is tied to a specific report. The set of parameters defined in the condition depends on the report to which the condition is linked.

In the Error Handling section, you can specify the behavior of the trigger in situations where there is no data or when an error occurs while the trigger is running.

In the Actions block, you can set actions when conditions in the trigger are triggered: either sending an e-mail or calling an http resource.

For a more detailed description of trigger configuration, see [Triggers](#).