Alerts & Reports



Alerts

Issues can occur at any time within your network and applications. With Highlight, you don't need to be logged in 24/7 to know when something has gone wrong. Using email alerts, a user can be notified through various customisable methods:

- Certain folders or locations
- Specific watch types for example only ADSL circuits
- Stability, load or health issues
- Issues that occur during business hours only
- When issues start or clear
- When issues have been ongoing for a set duration



These alerts are flexible so that they can be used to auto-generate tickets into your preferred management system creating a more efficient, streamlined process for support teams.

Action defined at this	level		
Enabled			
Send alert to: Alert method:	abaker@kfv-services.com Email ~	-	Image: Solution of the state of the sta
Alert on type:	1 (ADSL)	-	Amber alert raised - Broadband Clarity (BB1)
Alert on severity: Alert when:	Red Issue ~	~	Time : 13:27 on April 09 2019 Folder : KFV Services » Datacentre » WAN links Location : WAN links Report : Broadband Clarity (BB1)
Alert period:	Any time of day	~	Problem : Broadband-Low-Speed - Amber alert raised Name : 881
React on: Visibility:	Customer	Health	Speed Threshold (kbps) : 10367 Speed Logged (kbps) : 587

Reports

Highlight's powerful reporting engine means you can use relevant data from your network to see historical trends from the past year and make fact-based decisions for future planning. This data is useful for capacity planning or recommendations to improve network performance.

Simple navigation allows you to see summarised statistics for a selected period of time over a day, week or month. It includes the duration or quantity of outages that occurred or the response times on a

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MOS Text	KPV Services - Regional Offices - AsiaPac	Subar	PL_19758_49431	MOS Text from Serbes to Segregare on Class 1			
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service.	KPV Services - Datacentre	TOAN DOG	PL_19754_50022	WTTP Test from 192 SHE \$302 to http://www.kfv-services.com.on/Case			
witter feat	KEV Services - Regional Offices - AsiaPac	Subser	PL_19758_48200	witte from 42 175 68 130 to Great			
stra bet	KEV Service - Home Offices	Ovis Davis home	91,23050,50005	WTTP Searthow 142 SHE 300.2 to Could ORM from CD frome			
with her	KEV Services - Regional Offices - AsiaPac	Subser	PL_19768_50007	WTTP Seathon 42 175 68 135 to Ooud OBH from Renote site			
strip her	KEV Services - Datacentre	MAN loss	PL21754_50008	WTTP Text from \$102.588 \$300.2 to Cloud OBM from DC			
Precision Delay	KPV Services - Detection	MAN INC.	PL33154,33098	Precision Dates from Core moder to External service on Class 3			
Tuffs Cars	KPV Services - Datacentre	TRAN INC.	18751, Eval	WAN, Enal (15.2Mb or 100 DMs)			
artig has	KPV Services - Regional Offices - Asia/Vec	Subwy	PL_1718_50623	WTTP Test from Remote to Remote to WTTP's Website			
AD5.	KPV Services - Datasettre	Browford Text	NF1142788185	Downstream variations (375:0kg / 6.4Mg			
MOS Text	KEV Services - Datacentre	maximum	PL 19754, 5153P	MOS Test from (#2) (will \$50.2 to MEW 7837 on Case (#			

performance test. The visual graphs are perpetuated across the reporting functionality and allow click-throughs for more detailed information on specific elements. Reports are flexible, so you can see more than just one circuit at a time providing you with your network's transparency.

Highlight has a range of predefined report templates available which can be saved and customised to only show what's needed. Reports are generated within seconds or can be scheduled to arrive in an email inbox, even non-Highlight users, on the first day of the month.

All Watches sorted By Broadband Speed or day of 09/04/2019 to 09/04/2019						Wiew more reports			
Watch Type	Location	Name	Details	Availability	Outages	Lowest Speed Downstream		Speed Changes	Ī
ADSL	WAN links	BB1	Broadband Clarity (\$39.0kb / 2.6Mb)	99.583 %	6m	587.00 kb	263.00 kb	2	1
ADSL	Broadband	NT1472690789	Lots of changes/instability2 (1.2Mb / 3.1Mb)	100.000 %	0m	3.07 Mb	1.19 Mb	10	•
ADSL	Broadband	NT01215527340	Test DrayTek (1.2Mb / 8.1Mb)	100.000 %	0m	8.12 Mb	1.22 Mb	0	ł
ADSL	Broadband2	NT1902637661	Auto Threshold (1.1Mb / 8.1Mb)	100.000 %	Om	8.13 Mb	1.08 Mb	0	1
ADSL	Broadband2	NT1159614566	Downstream variation13 (739.0kb / 9.7Mb)	100.000 %	0m	9.73 Mb	308.00 kb	41	1
ADSL	Broadband2	NT1454314711	Downstream variation10 (20.0Mb / 62.8Mb)	100.000 %	Om	60.80 Mb	20.00 Mb	5	•
				99.980 %	6m			58	İ.

This email has been sent from Highlight scheduled reports

If you no longer wish to receive these updates please go to the reporting section in Highlight and remove your email address from this report. For more information visit our Help & Support Centre

The reporting capability allows for both service manager and customer to see clearly the same information and react to data in a positive way.



