

SLA KPIs

In the platform, you can create a comprehensive **SLA & KPI Dashboard** to efficiently monitor alerts, set metrics, and apply thresholds. Let's break down the steps:

1. SLA & KPI Dashboard Creation:

- Navigate to the Nexus Care home and view SLA dashboard.
- Add widgets for alerts, breached SLAs, and KPI metrics.

2. Viewing Breached Alerts:

- The dashboard should display a summary of all active alerts.
- Alerts that have breached predefined thresholds will be prominently highlighted.

3. Creating Metrics and Thresholds:

- Define the key performance indicators (KPIs) relevant to your home.
- Set thresholds for each metric.

4. Email Notifications:

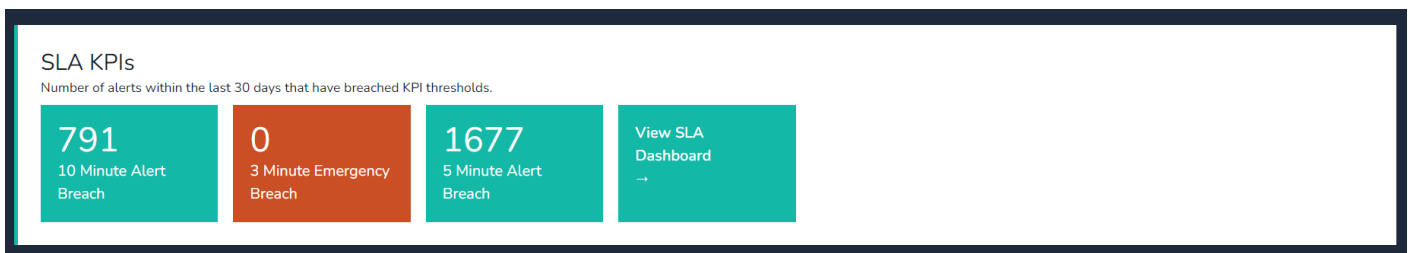
- Configure email notifications for breached thresholds.
- Receive real-time alerts via email when thresholds are breached.

5. Exporting Breach Data:

- To export a list of breached alerts:
 - Choose the desired date range (e.g., from a specific date to the present).
 - Export the data in **CSV format**.
 - The exported file will contain details such as timestamp, alert type & response times

Dashboard Tile View

1. Select View SLA Dashboard Tile



2. Add new KPI Metric



3. Add Metric name and select an Alert Type

Create New KPI For Demo Home

Name

Alert Type

All Alert Types

All Alert Types

Call

Emergency

Visit

Escalated

4. Select Manage Threshold and configure thresholds as required. Accepted at is for the accept on the mobile app threshold & the reset at is for the reset at callpoint threshold.

Create Threshold For 10 Minute Alert Breach

Time Amount Time Type Attribute

10 minutes Select Select Save

Time Span	Attribute	Action
10 minutes	Reset At	Delete


Close

5. Email data for the threshold from any start date in time. Select the start date and press submit. An email with a link to download will follow.

Email CSV For Alert Breach

Please enter a start date below and a CSV containing all alert breaches since that date will be emailed to you.

Start Date

Close

6. Notifications can be sent if a threshold has been breached and users need to be notified of the breach. Enable the user(s) for the email notification & press save

Manage Notifications For Alert Breach

Home Cloud Users

Name	Email Address	Enabled
Martin Tele Alarm	Martin.thompson@nexuscare.co.uk	<input type="checkbox"/>
Nexus Home Manager	homemanager@nexuscare.co.uk	<input checked="" type="checkbox"/>
luke home test	home@lukehebb.uk	<input type="checkbox"/>

Group Cloud Users

Name	Email Address	Enabled
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Close

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