Using Eagle Alerts Transcript

Andrew: Ah, another relaxing day at work.

Robert: Andrew where have you been? You just missed another staff meeting, And Kim just told me that the quantity on hand is way below where it should be.

Andrew: What? Again? How am I supposed to keep track of all that?

Robert: Are you using Eagle Alerts?

Andrew: I don't think so… maybe, well, no. What are they?

Robert: You can use them to keep up to date with what's going on. Pick a menu option and I'll show you how to set them up.

Topics-

- View Alerts
- Manage Alerts
- Schedule Reminders

View Alerts

It's easy to view alerts on your system. You can see them here on your Eagle homepage. If you don't have these boxes on your homepage, select Show to make them appear. To view details about an alert, simply select its hyperlinked time or date.

For this Alert, where the quantity on hand has gone negative, we can see the SKU, store and department that triggered the alert. We can also see the Terminal, User and Alert Source. You can view all of the alerts in a Viewer by selecting the Viewer button. This can be done from within an Alert Detail Window or from the Alerts panel in the Eagle Browser. The Alerts Viewer allows you to see detailed information and has full grid functionality.

Managing Alerts

Once you've received an alert, you'll want to address it. From the Alerts Viewer, select the item you want to manage, and press Display. The Alert Detail screen will appear. Here, you can create a note about the issue, or enter any relevant codes. These codes can be things such as a system to indicate alert priority, or indicate who should address the alert.

You can also access the Quick Recall Screen from the Alert Detail screen as well. When all of the changes are complete, select Change. If you have multiple alerts to view, use the Next and Previous arrows to navigate through the list. When an Alert has been managed, you can to delete it.

Just press the Delete Button from the ribbon menu. You can also delete multiple alerts by selecting multiple check boxes on the alerts viewer. Deleted Alerts are archived so that they can be looked up later if needed. Note that when you delete an alert, it is deleted for every employee. Best practice is to only delete an alert if you have corrected the issue.

Schedule Reminders

There are times you'll want to schedule reminders for you or your staff. From the Alerts Viewer, select Miscellaneous from the Ribbon Menu. Then choose Schedule Reminders. In the Reminder Field, enter a title. Add any relevant details in the Notes field. Then select up to 6 users to receive the Reminder. Determine the frequency of the reminder as well as the date for it to occur.

Enter the time for the event the reminder occurs at. For example, if the reminder was for a meeting at 2PM on Monday, type 2PM in this field. Finally, enter the store and User Code if desired for easy sorting. When all the required fields have been filled out, press OK. Confirm that all the information is correct and press Finish. This reminder will now appear in the Alerts field on your Eagle Homepage.

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