

# Using Eagle Alerts

Wouldn't it be nice to have a personal assistant that monitors all types of critical system information, and delivers information about potential problems in your area directly to you?

If you use Eagle alerts, you do!

Eagle Alerts are one of the best management tools in your system.

With Eagle Alerts, you learn about problems as they happen so you can act before they grow into something worse.

Think about what might happen if the retail price of a popular item was inadvertently set below cost, or if a telecom transmission failed.

In this course, we show how to view alerts, how to manage them, and how to schedule reminders.

## Objectives

- 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.

## Manage 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.

## **Recap**

Hopefully by now you'll agree that using Eagle alerts provides a great way to stay on top of your department and business.

In this course, we showed how to view alerts, how to manage them, and how to schedule reminders.

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