Set Alert Preferences (Alert Group) on a On-call Schedule - Admin Panel

Purpose: Explain what the Alert Preferences field does during scheduling.

What it controls

Alert Preferences define the protocol that Phone Copilot uses to notify the on-call person. A protocol can include up to three steps and can mix email, text, and phone calls with specific wait times and backups. The actual protocols are created and maintained in **Alert Groups**. The schedule simply references one of those protocols.

Steps

1. When adding or editing a schedule, open **Alert Preferences**.
2. Choose the protocol name that matches your escalation policy.
3. Save.

Example protocol idea

- Step 1: send text immediately.
- Step 2: if unresolved after 15 minutes, place an automated call.
- Step 3: if still unresolved, alert a backup contact.

Tips and good practices

- Keep names of alert protocols clear and short.
- Test new protocols during a low-risk period.
- Use different protocols for routine vs urgent call types.

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