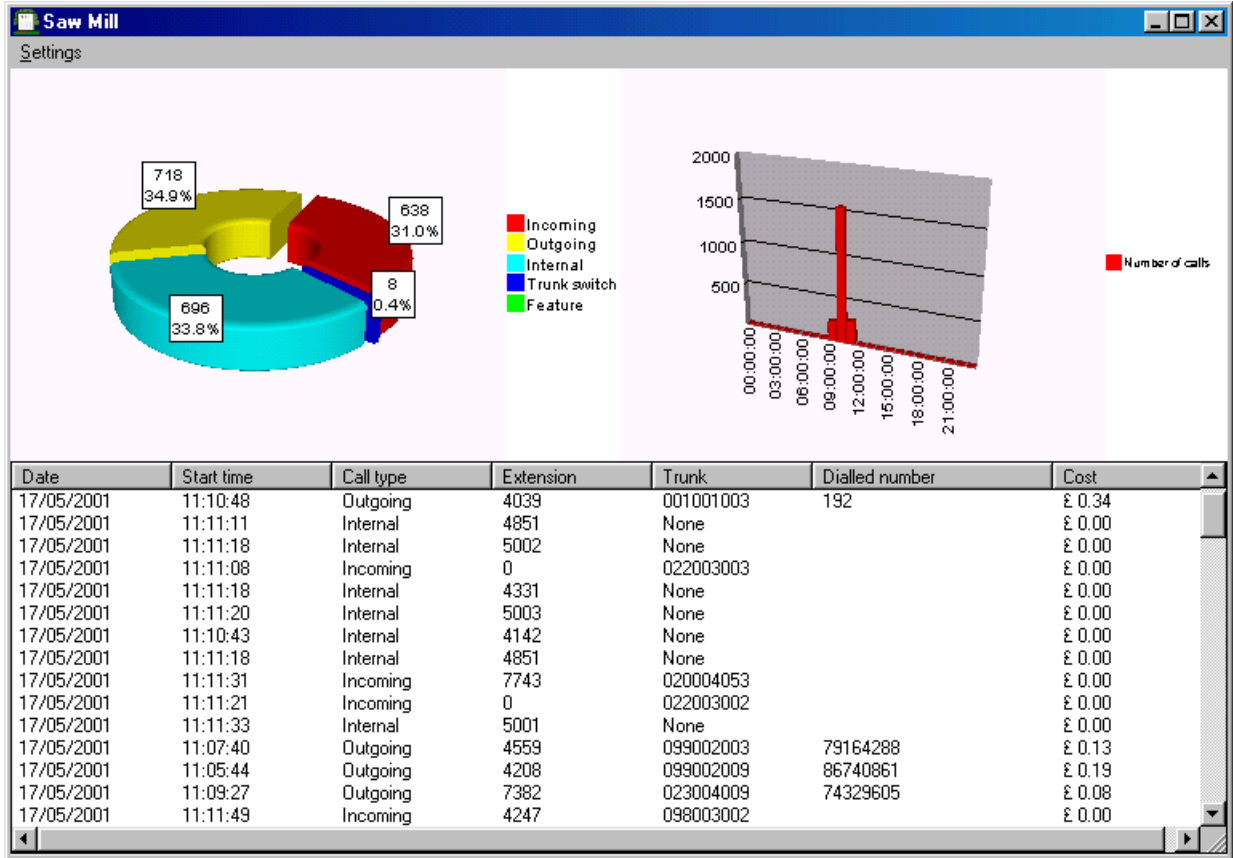


REFERENCE

SAW MILL

The Saw Mill can only be seen on the Server PC. It shows the call record information that is being sent to the database. To view Real Time information from your client PC, see Real Time page 108 of this section..



The Saw Mill shows a pie chart; a bar chart; and a text display showing the last 100 calls. The bar chart and the text display may be modified by selecting Settings>Configure from the menu bar. The following screen appears.

The Configuration dialog box allows users to customize the display of call data. It includes several sections:

- Display for PBX:** A dropdown menu set to 'All PBXs'.
- Pie chart shows:** Checkboxes for 'Show percentage', 'Show title', 'Show value', 'Show legend', and 'Frame text'.
- Bar chart shows:** A dropdown menu set to 'No of calls', and checkboxes for 'Show legend', 'Stack items', and 'Show axis'.
- Cache sizes (100/24):** A text input field containing '100/24'.
- Columns:** A list of available columns on the left and a list of selected columns on the right. The selected columns are: Date, Start time, Call type, Extension, Trunk, Dialed number, and Cost.
- Navigation:** Buttons for 'Up', 'Down', 'Display', 'Remove', and 'Exit'.

Annotations provide further details:

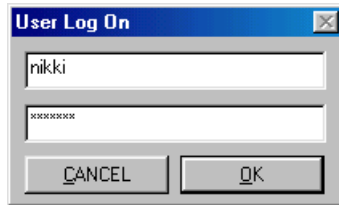
- Checking and unchecking these boxes allows you to format the description seen on the pie / bar charts:** Points to the 'Pie chart shows' checkboxes.
- Cache Size: The first number is the number of call records you want to see in the text list. The second number is the breakdown in the bar chart (24 = 24 x 1 hour slot):** Points to the 'Cache sizes' field.
- Complete list of available columns for use in the text display:** Points to the column list on the left.
- [Exit] saves changes:** Points to the 'Exit' button.
- Select one PBX or All PBXs:** Points to the 'Display for PBX' dropdown.
- Choose from Call Type: ... Incoming, Outgoing etc; Classification: ... Local, national etc; None: ... no pie chart:** Points to the 'Pie chart shows' dropdown.
- Choose from Number of Calls: ... split by hours of the day; Call Type: ... No of calls by call type; Classification: ... No of calls by classification; Cost: ... Cost split by classification; Duration: ... Duration split by classification; Peak Answer Delay: split by hours of the day; Peak Queue Delay: split by hours of the day; None: ... no Bar chart:** Points to the 'Bar chart shows' dropdown.
- Selected columns to be viewed in the text display:** Points to the column list on the right.
- Use [Display] / [Remove] to add columns to, or delete them from the list to be viewed. Use [Up] / [Down] to change the local of the columns:** Points to the 'Display', 'Remove', 'Up', and 'Down' buttons.

LUMBERJACK

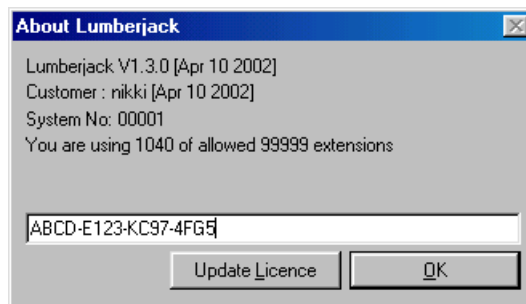
Log On

To log on to the system you need to be allocated a password by the System Administrator. The System Administrator's password will have been set up during training. The log-on name may be a pet name, but the description is printed as part of the footer on all the reports produced when you are logged on. Your password is, of course, private. For further information see User Add/Modify on page 129 of this section.

Double click on the LUMBERJACK icon and enter your log-on name and password (not case sensitive). Click [OK] or press [Return]. There is no other way to access the system.

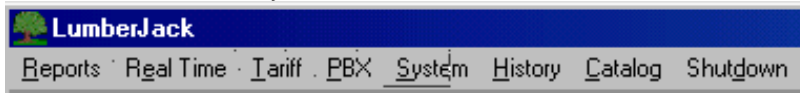


Once you have entered a valid password, the LUMBERJACK licence confirmation box appears. This tells you how many extensions may be logged on this system. If the limit is exceeded, a warning message (see page 161 of the System Management section) will replace the focom desktop pattern and will also be printed as the final page of each report. The warning will continue for thirty-five days showing a count down to the last day. After this date the system will continue to log, but you will not be able to produce reports until the licence is upgraded.



Click [OK] to clear the About LUMBERJACK window from the screen.

At the top left of the LUMBERJACK screen you will see the main menu Bar.



At the bottom of the screen is the prompt line.

This prompt line is active throughout the system and is sensitive to the position of the cursor. Use the mouse to place the cursor over any box, and the prompt line will give you a brief description. (With some boxes you will need to hold the cursor over the elevator button to the right.)

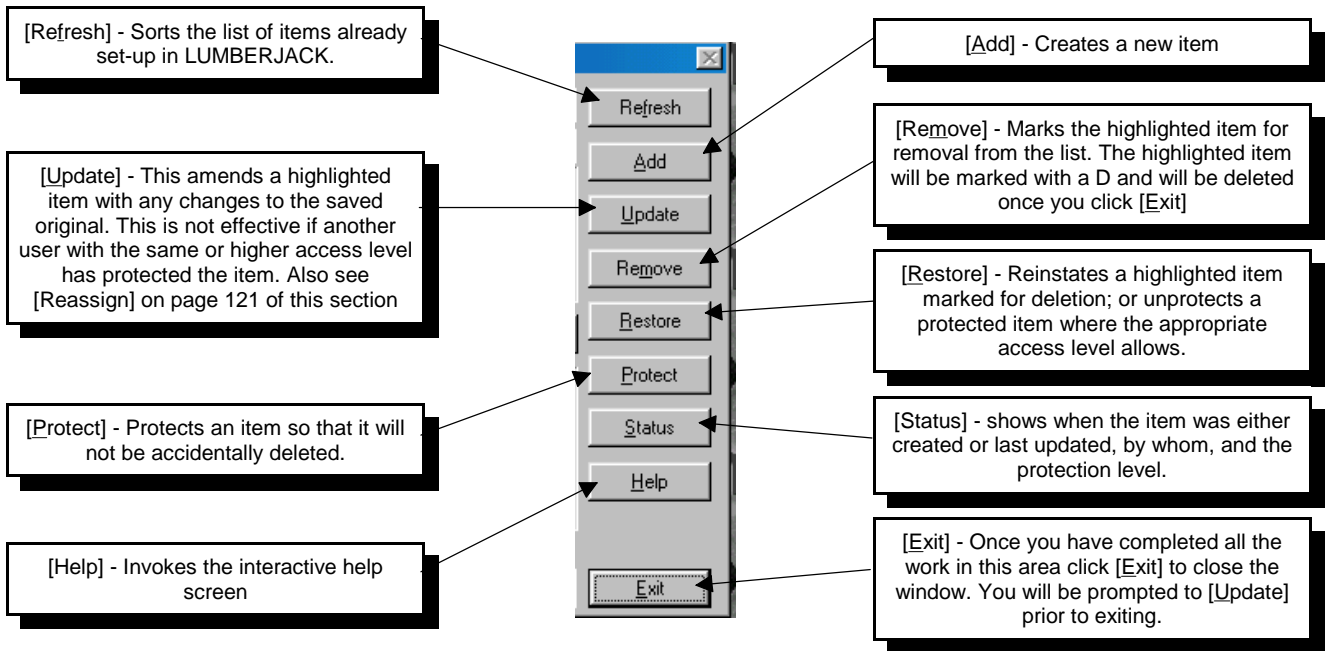
As well as prompt lines, there is an interactive Help menu (found at the far right of the menu bar - not shown above). Selecting the Help menu offers Contents Help. A replica of the front screen will appear and clicking on any



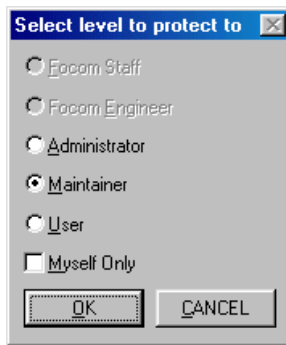
item will produce the relevant help screen. This Help menu is inactive when the drop-down menus are open. Each of the drop-down menus has their own interactive help screens.

Every menu window within LUMBERJACK follows the same conventions. A description of these is set out in Standard Commands below.

STANDARD COMMANDS



When you click on [Protect] the following screen appears:



You are given the option to protect the item at various access levels. The **focom limited** protection levels will be greyed out. If, however, you are proteting an item for general use, save it at User level. If a report set-up has been protected at a level higher than your access, you will still be able to run it but you will not be able to [Update] it. If you need to save any changes you have made you will need to [Add] a new report, remembering to change the report description to avoid confusion.