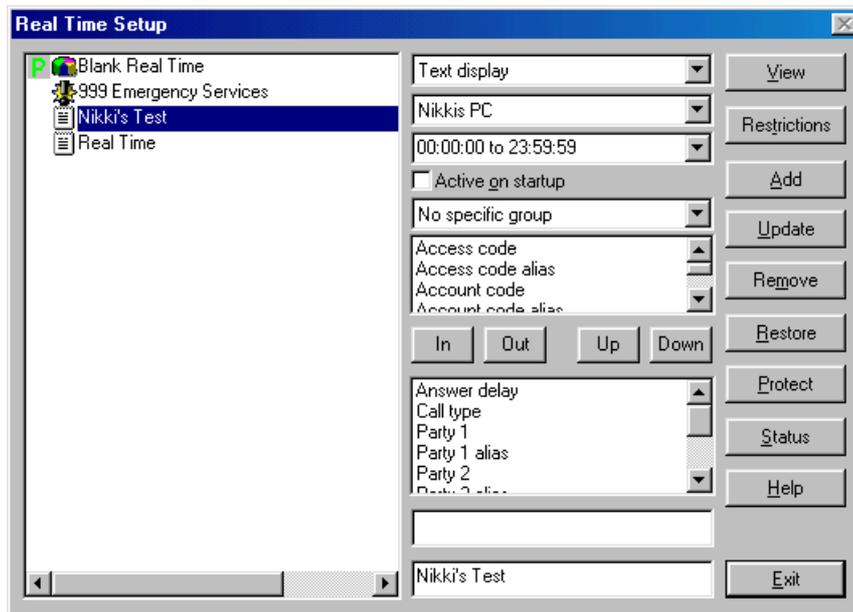# REAL TIME MENU

REAL TIME

Real Time display offers the following options: Pie Chart, Histogram, Text Display, Alarm Message. All pie charts and histograms are reset at midnight. The text display will show the last 50 calls.

TYPE: From the top box, select the type of display you want to create.

COMPUTER: Select the computer on which this display should appear.

TIME FRAME: If you are interested in monitoring calls made during a specific time period, e.g. outside office hours, set the time frame here.

ACTIVE ON START-UP: If this box is checked, the Real Time screen will be reinstated automatically in the event of a power down.

GROUP   Limit the Real Time by selecting a Group.

ITEM: The contents of this box changes according to the TYPE selected. You will either be offered a list of Pie Chart options, Histogram options, or database Fields from which to select your text display. The Fields are also used with Alarm messages which are described below.

Once you have completed your set-up, type in a Description and click on [Add]. The name will appear in the listing on the left hand side.

VIEW: Click here to view the screen highlighted in the listing on the left hand side. In order for any of the screens to be active, you will need to keep the View Window active on the desk top, it may be minimised. There is a maximum of 25 concurrent Real Time screens per client.

TEXT SCREEN: Create a text screen by selecting the columns from the Item menu. Highlight them and click on [In]. They will appear in the Selected box below.
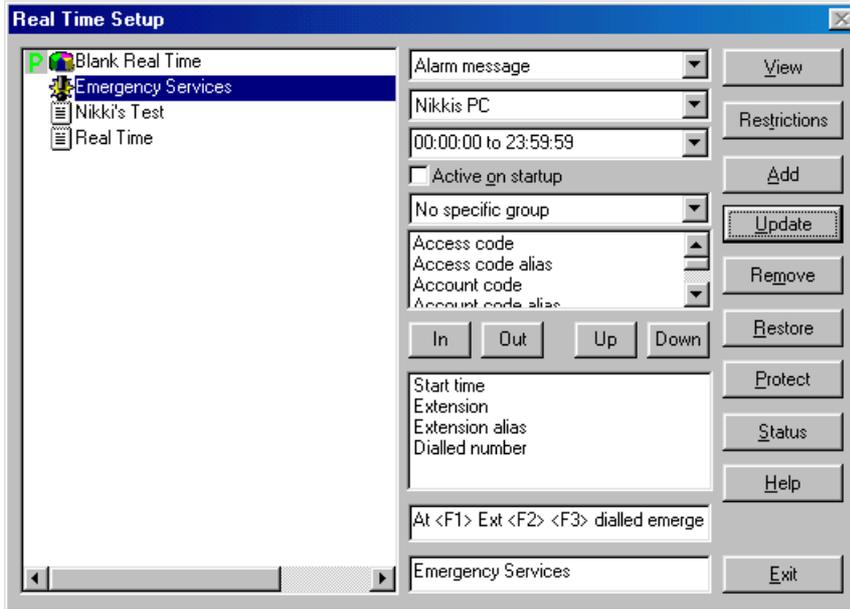
                   When you View this screen, it is possible to use the Config button to amend the columns selected. Changes made this way will not be saved. To update the screen permanently, you will need to return to the previous screen, reselect the columns, and save it from there.

ALARM: The figure below shows an Alarm Message set-up. The client wants to be warned if anyone dials the emergency services.

                   •   Select Alarm Message from the Type box.

- From the Item box, select the message components. In this case, we have asked for the Extension that dialled the number, the user allocated to that Extension, and the start time of the call.
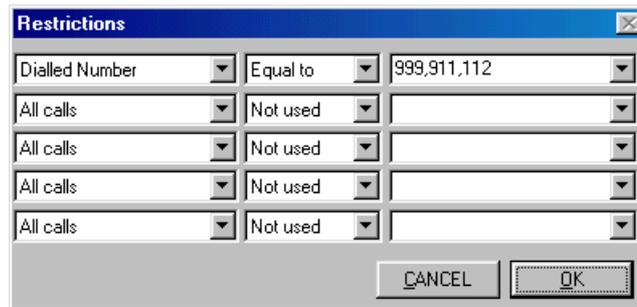

- In the Alarm Text box, design the message, as you want it to appear on screen. Items in the list are referred to in order as <F1>, <F2>, <F3>, etc. Compile the text message inserting the references as appropriate
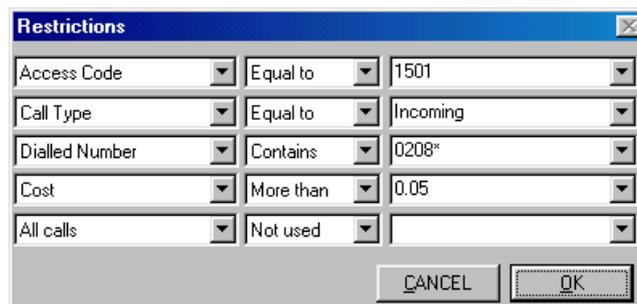
  In the above example, the text would be typed *At <F1> Ext <F2> <F3> dialled emergency services*.

  The message that would appear on screen could be: *At 11:31 Extn 1234 John Smith dialled emergency services*.

- Message hold up to a maximum of 32 different Fields within the text. Fields may be repeated during a message. A maximum of 25 alarm messages may be displayed at one time.

- Under [Restrictions], set the Dialled Number Equal to 999, 911, or 112. Restrictions are described in detail below. (For information, the US & Euopean standards also work in the UK.)

[RESTRICTIONS]: It is possible to set up five parameters within each filter. These are AND filters, which means that the data will only accrue where all the criteria are met. (See page 34 of the Tutorial section and page 79 of this section.)

- From the first column, select the type of filter.

- From the second column choose the comparison type.

- In the last column specify the comparison.

Once the parameters are set, click on [OK] and you will return to the previous window.

In the top box in the centre of the window, the time frame for this filter may be set. Select from the drop down list or insert your own.

Insert a description for the filter in up to 31 characters.

Click on [Update] to save the settings.

NOTE: Remember to click on [Update] if you make any changes to the filter parameters otherwise the changes will not be saved. Update applies both to changes on the main screen and the [Restrictions] box.

To make the alarm active, click on [View] and it will appear minimised on the screen until the alarm criteria have been reached. The message will then be displayed on the screen.