

CALL MONITOR OVERVIEW

GRAPHICAL DISPLAY

This real-time screen gives you a good overview of what is happening on your system. Clicking **refresh** updates the Call Monitor with the latest call logging data received by LJ.

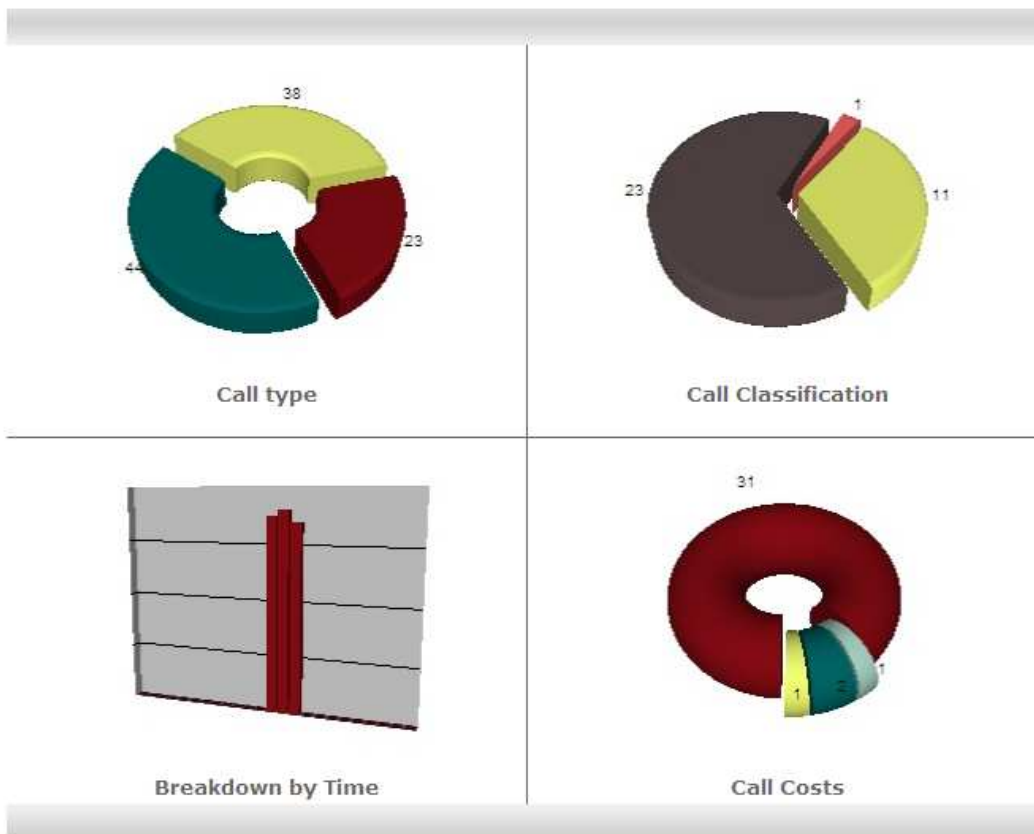
To see a larger image, and which colour relates to which element, just click on the one of the graphics.

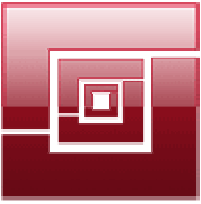
[Call Monitor](#) [Reports](#) [PBX](#) [Management](#) [Help](#) [Log Out](#)
:: graphical display :: text display

Call Monitor

[:: refresh](#)

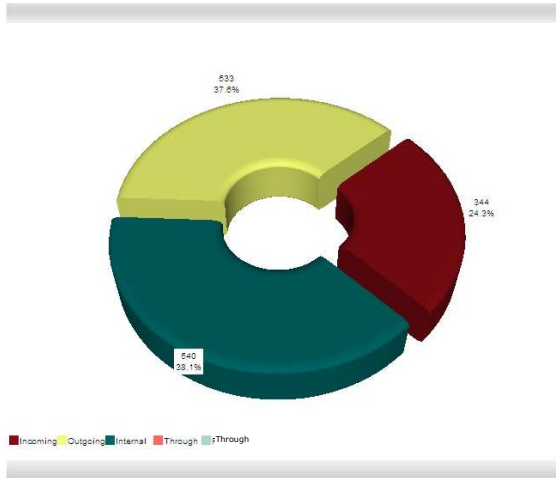
Click on graphic to see larger image





Call Type

refresh back to call monitor



The different **Call Types** are:

Incoming - call received from outside your PBX;

Outgoing - calls made to destinations outside your PBX;

Internal - calls made within your PBX – ie extension to extension;

Through - calls received by your PBX and sent/diverted straight out;

Feature - feature calls are where no actual call has been made, but a code has been entered into the phone – ie diverting calls to another extension, cancelling a divert etc.

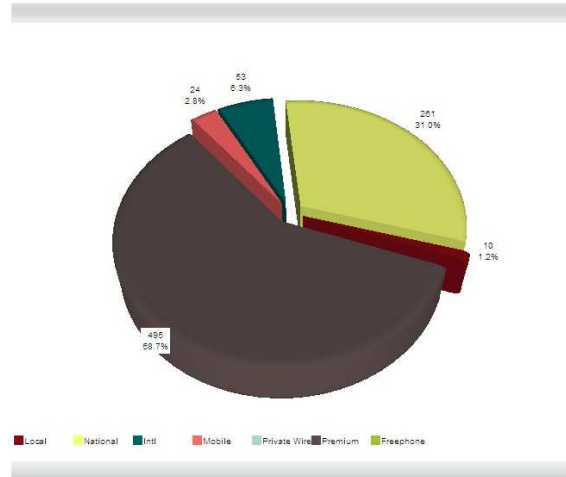
You see both the number of calls for each type, and the percentage breakdown the represent

All calls that breakout from your PBX are given a **Call Classification**. The information is taken from the tariff and the classifications are:

- Local
- National
- International
- Mobile
- Private Wire
- Premium
- Freephone

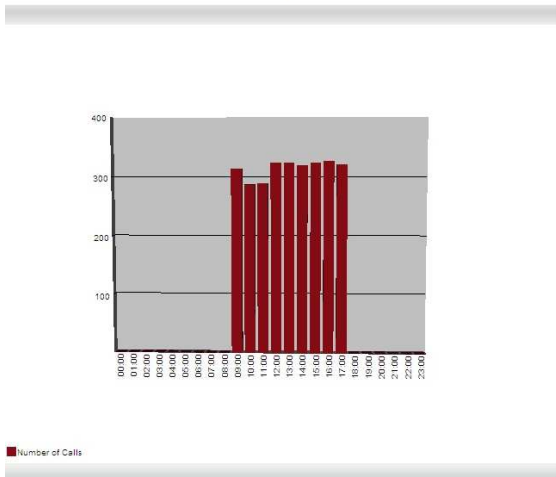
Call Classification

refresh back to call monitor

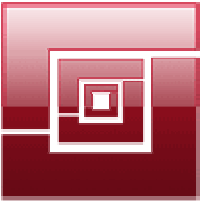


Breakdown by Time

refresh back to call monitor



Breakdown by Time gives you the total number of calls received, broken down in hourly segments.

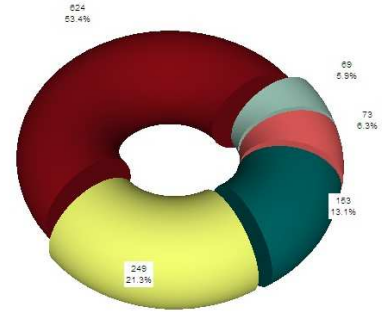


Call Costs gives you a breakdown of the chargeable calls in both the number of calls and their percentage breakdown:

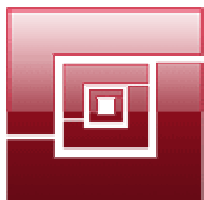
- £0.00 – £0.50
- £0.50 – £1.00
- £1.00 – £2.00
- £2.00 – £5.00
- £5.00 and over

Call Costs

⌂ refresh ⌂ back to call monitor



■ 0.00 to 0.50 ■ 0.50 to 1.00 ■ 1.00 to 2.00 ■ 2.00 to 5.00 ■ 5.00 and over



TEXT DISPLAY

Using the text display you often see a call that has been processed without having to run a report.

Call Monitor								
.: refresh								
Date	Time	Party 1	Party 2	Party 3	Duration	Dialled	Cost	CLI
17/05/2011	12:26:33	101007	6019		00:14:41		0.000	0371315099219
17/05/2011	12:26:21	6004	6009		00:00:35		0.000	
17/05/2011	12:26:07	6020	6013		00:12:17		0.000	
17/05/2011	12:25:55	6017	6005		00:06:52		0.000	
17/05/2011	12:25:50	6017	6020		00:07:10		0.000	
17/05/2011	12:25:41	6009	6018		00:04:05		0.000	
17/05/2011	12:25:27	6016	101014		00:14:26	0708662059451	6.214	
17/05/2011	12:25:20	6002	6018		00:03:37		0.000	
17/05/2011	12:25:12	6016	6002		00:13:37		0.000	
17/05/2011	12:24:58	6003	101015		00:08:01	0344334082707	0.408	
17/05/2011	12:24:52	6019	6005		00:12:35		0.000	
17/05/2011	12:24:46	6014	101019		00:04:38	0560195054632	0.269	



From our example highlighted above we know the date and time the call started, we know that Party 1 was 6016, but we don't know whose extension that is, we can see that Party 2 was 101014, but we don't have any more information than that. We know the calls lasted for 14 mins 26 secs, went to 0708662059451 and cost £6.214.

Clicking on a call in the text display gives you the full detail of that call. We call this Call Detail

It confirms that Party 1 is an extension and that it is Gus Tardpie's extension. It tells us that Party 2 is a Line and gives us the description of the line (the descriptions for Party 1 and Party 2 etc will have been added by your LJ system administrator).

The Call Detail also gives you the Access Code that was used, and the Tariff that was used for costing the call, along with the Tariff Band and Tariff Rate descriptions.

For an outgoing call, Flags will contain either Local, National, Mobile, International, Premium, Freephone or Private Wire – this information is based on the number that was dialled.

Please note that not all information is relevant to every call, other elements may not be used by your company (Account Codes or Pin Numbers for example) and that some switches do not output certain types of information, even if used by your company.

Call Detail			
.: text display			
Date:	17/05/2011	Time:	12:25:27
Party 1:	Extension	6016	Gus Tardpie
Party 2:	Line	101014	BT PSTN
Call Type:	Outgoing	Duration:	00:14:26
TTA:	00:00:09	Queue Delay:	00:00:00
Dialled Number:	0708662059451	Location:	Vortex Telecom Ltd
CLI Number:		CLI Location:	
Cost:	6.214	Tariff:	BT Jan 10
Band:	pn2	Rate:	pn2
Access Code:	9	Account Code:	
Pin Code:			
Flags:	Premium		