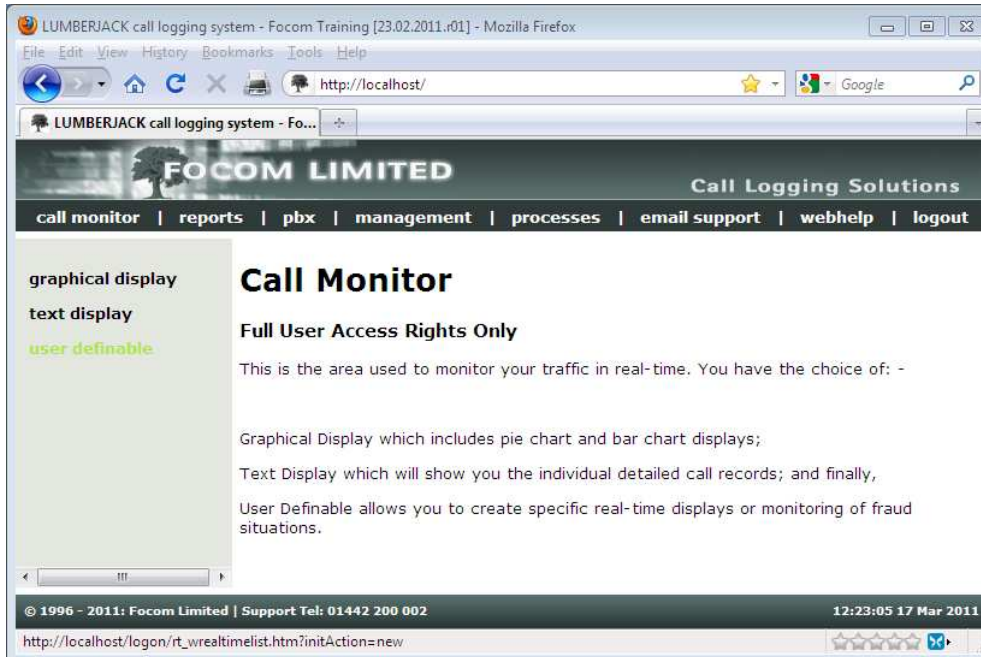


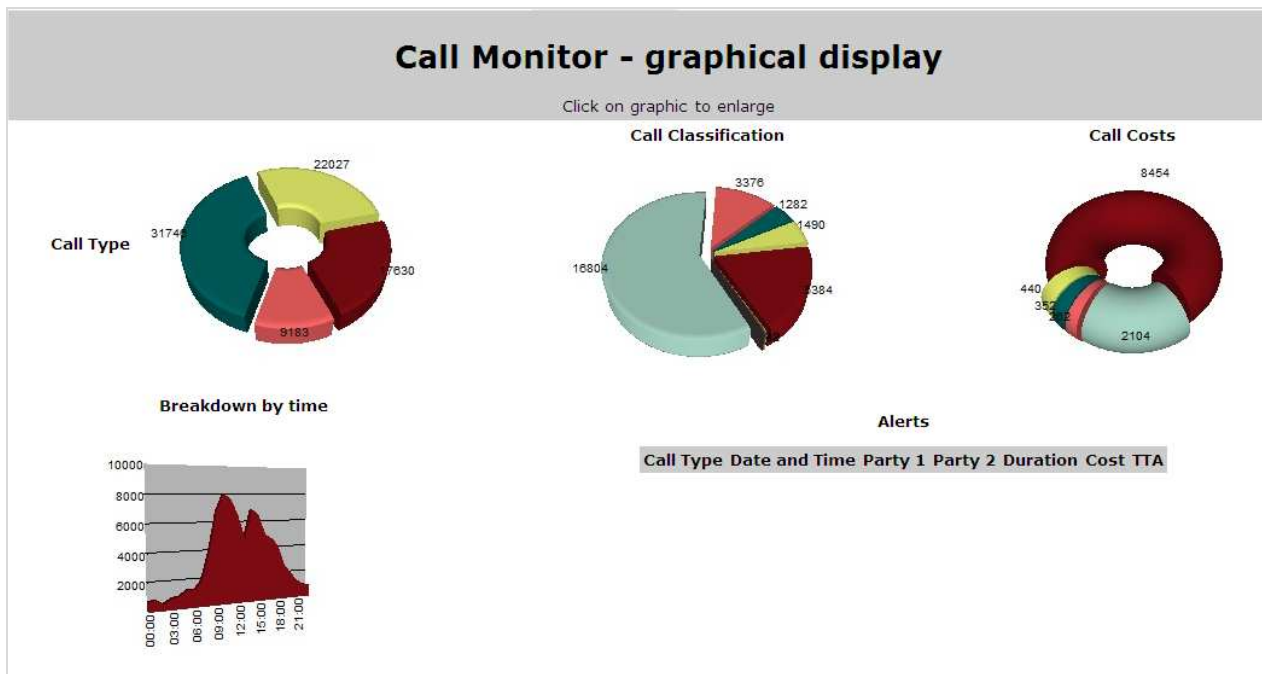
# CALL MONITOR OVERVIEW

Under the Call Monitor menu you have three options: **Graphical Display**; **Text Display**; and **User Definable**.

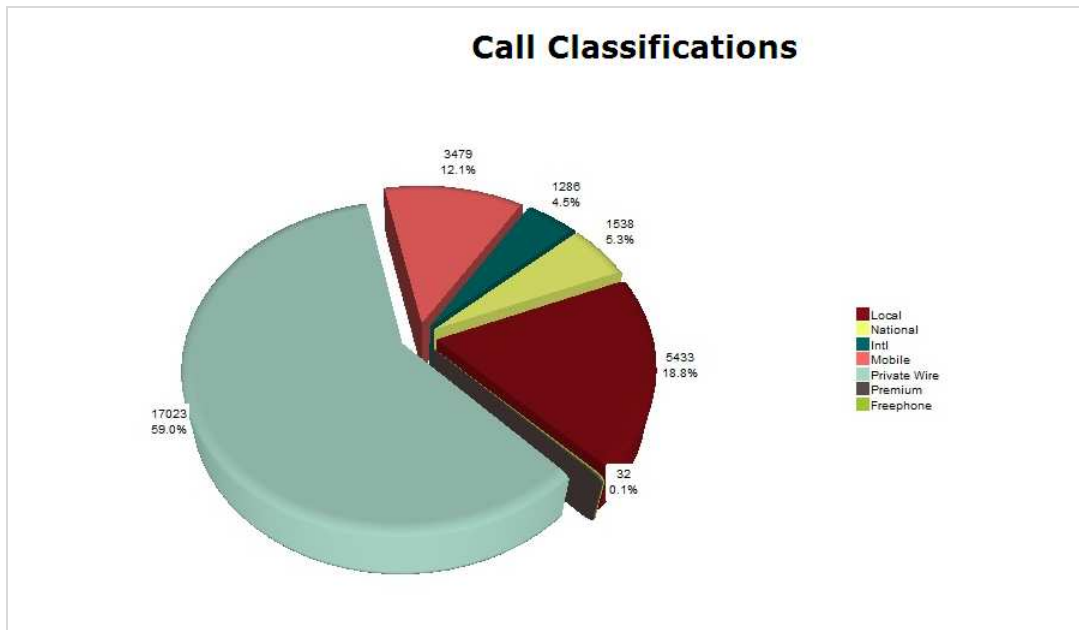


## GRAPHICAL DISPLAY

This shows you pre-defined pie charts of **Call Type**, **Call Classification**, and **Call Costs** and a bar chart of **Breakdown by Time**; there is also an **Alerts** section which gives details of any call that triggers an alert. These charts all reset whenever a Recache is run.



By clicking on any one of the charts it will give you a larger version with a legend, click the chart again and it returns to the **Call Monitor – graphical display**.



## TEXT DISPLAY

This shows the detail of calls as they are processed by LUMBERJACK.

call monitor | reports | pbx | management | processes | email support | webhelp | logout

Last Refreshed: 15:26:55 Mon 16/05/2011  Auto Refresh PBX All PBXs

### Call Monitor - Text Display

Click on an individual call for further details.

PBX	Date	Time	Party 1	Party 2	Party 3	Duration	Dialled	Cost	CLI
PBX	16/05/2011	15:26:59	6020	6009		00:10:59		£ 0.000	
PBX	16/05/2011	15:26:45	6020	101017		00:11:42	0300234122533	£ 0.569	
PBX	16/05/2011	15:26:31	6020	101002		00:00:00	015240005133	£ 0.000	
PBX	16/05/2011	15:26:25	6018	6016		00:04:47		£ 0.000	
PBX	16/05/2011	15:26:14	6016	6016		00:07:50		£ 0.000	
PBX	16/05/2011	15:26:04	6002	6016		00:07:02		£ 0.000	
PBX	16/05/2011	15:25:55	6004	101007		00:07:01	070432101448	£ 2.328	
PBX	16/05/2011	15:25:44	6004	6016		00:00:41		£ 0.000	
PBX	16/05/2011	15:25:35	6017	6001		00:02:24		£ 0.000	
PBX	16/05/2011	15:25:20	101001	6009		00:04:36		£ 0.000	003648009653
PBX	16/05/2011	15:25:12	6017	6001		00:02:34		£ 0.000	
PBX	16/05/2011	15:24:59	6018	101014		00:12:59	0333345047944	£ 0.622	
PBX	16/05/2011	15:24:48	101015	6012		00:09:28		£ 0.000	070814031681
PBX	16/05/2011	15:24:36	6009	101020		00:10:21	07834114969	£ 1.539	
PBX	16/05/2011	15:24:26	6011	101013		00:05:13	01643111000	£ 0.507	
PBX	16/05/2011	15:24:21	6010	6003		00:03:21		£ 0.000	
PBX	16/05/2011	15:24:10	6013	101005		00:04:19	0344644124881	£ 0.266	
PBX	16/05/2011	15:23:55	6006	6009		00:04:07		£ 0.000	
PBX	16/05/2011	15:23:46	6006	101017		00:00:00	0345015084599	£ 0.000	
PBX	16/05/2011	15:23:34	6020	6018		00:00:38		£ 0.000	
PBX	16/05/2011	15:23:23	101015	6003		00:13:13		£ 0.000	01206014618
PBX	16/05/2011	15:23:18	101001	6001		00:10:11		£ 0.000	0370373077065
PBX	16/05/2011	15:23:10	6012	101016		00:08:34	0300033034125	£ 0.441	
PBX	16/05/2011	15:22:58	6005	101012		00:06:00	070865010377	£ 0.852	
PBX	16/05/2011	15:22:44	6003	6007		00:08:57		£ 0.000	

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By clicking on one of the calls the full details are shown, click the details again and it returns to **Call Monitor – Text Display**.

[call monitor](#) | [reports](#) | [pbx](#) | [management](#) | [processes](#) | [email support](#) | [webhelp](#) | [logout](#)

**graphical display**

**text display**

**user definable**

**Call Record Details**

PBX:	PBX		
Date:	16/05/2011	Time:	15:24:26
Party 1:	Extension	6011	Bol O'Naze
Party 2:	Trunk	101013	no name
Call Type:	Outgoing	Duration:	00:05:13
TTA:	00:00:15	Queue Delay:	00:00:00
Dialled Number:	01643111000	Location:	Minehead
CLI Number:		CLI Location:	
Cost:	£ 0.507	Tariff:	BT Jan 11
Band:	National	Rate:	National Day
Access Code:	9	Account Code:	
Desk:		Pin Code:	
Flags:	National		

## USER DEFINABLE

Here you can check on the **Status** of a real-time that has already been setup or you can click **Create New Web Real Time**.

[call monitor](#) | [reports](#) | [pbx](#) | [management](#) | [processes](#) | [email support](#) | [webhelp](#) | [logout](#)

**graphical display**

**text display**

**user definable**

**Web Real-Time - User Definable**

This is the area to create new and modify existing web real time displays.

Where you have a long list of Real Time displays available, you can use the 'Filter List' option to reduce the number visible.

Group real times by **None** | **User**

[+ Filter list](#)

To create a completely new Real Time Display, click on the [+](#) and work through the instructions.

[+ Create New Web Real Time](#)

The entries below, show all the Real Time displays that are available.

By clicking on the bold 'Real Time' Name, you can update the description.

If you click on the bold 'Status' for the Real Time, you can see the calls that have been accumulating matching the criteria.

Description	Status	User	Updated
<a href="#">Cumulative Totals</a>	<b>Status</b>	Nikki Stacey	11:19:20 Wed 20/04/2011
<a href="#">Graph on Today</a>	<b>Status</b>	Nikki Stacey	11:17:57 Wed 20/04/2011
<a href="#">Individual Call Text</a>	<b>Status</b>	Nikki Stacey	11:17:37 Wed 20/04/2011

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There are three different types of user definable real times that you can create: Cumulative Totals; Graph on Today; Individual Call Text.

**Cumulative Totals** give you the totals against the criteria you set. For example you may want to know when an extension reaches a certain spend. You can have alarms set to alert you (via email) when the spend reaches 75%, 100% and 125% of your criteria figure.

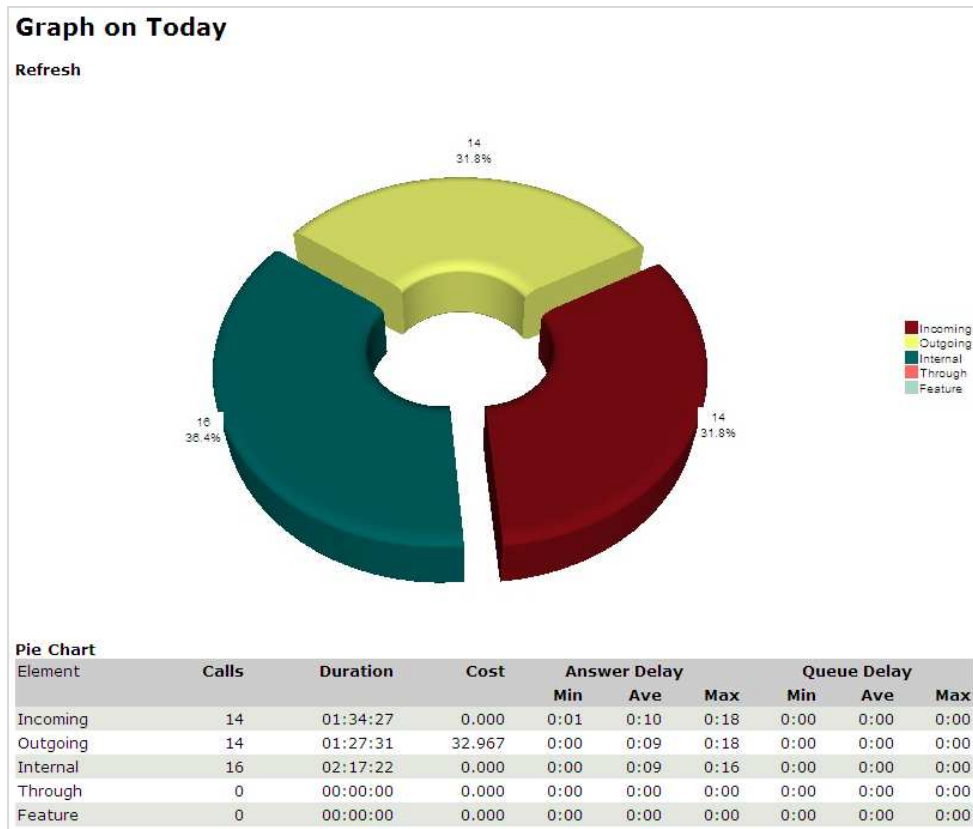
**Cumulative Totals**

Refresh

Period: 20/04/2011 to 20/04/2011

Element	Last Triggered at	Total Calls	Calls %	Total Duration	Duration %	Total Cost	Cost %
No Breakdown	11:25 20/04/11	141206		6571:29:28		3343.414	125%

**Graph on Today** for example, if you select Call Types, gives you a breakdown of Call Types, showing the number of calls, duration etc



**Individual Call Text** will give you the detail for each call that meets your criteria. This detail can be emailed to you every time the criterion is met.

**Individual Call Text**  
Refresh

Date	Time	Party 1	Party 2	Party 3	Duration	Dialled	Cost	CLI
16/05/2011	15:38:24	6007	6013		00:02:28		0.000	
16/05/2011	15:38:35	6001	6002		00:07:42		0.000	
16/05/2011	15:38:48	101010	6002		00:11:59		0.000	0708452015354
16/05/2011	15:39:02	6011	101008		00:11:22	0371091008674	0.556	

For more details on how to setup the **User Definable** web real-times please see the How To documents:

- How To Setup A Cumulative Totals Web Real-Time;
- How To Setup A Graph on Today Web Real-Time;
- How To Setup An Individual Call Text Web Real-Time.