

# HOW TO SETUP A GRAPH ON TODAY WEB REAL-TIME

Select **Call Monitor**, then **User Definable**

This screen shows you real-times that have already been setup and, if they are available to you, you can select **Status** to check on them. You can also select the bold name to see how they are setup.

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
<b>Cumulative - £10 spend</b>	<b>Status</b>	focom staff	16:36:54 Thu 05/05/2011
<b>Graph - Call Types</b>	<b>Status</b>	focom staff	16:35:09 Thu 05/05/2011
<b>ICT - Premium 09 Number Called</b>	<b>Status</b>	focom staff	16:33:34 Thu 05/05/2011

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By clicking on **Status** for **Graph - Call Types** the following type of chart appears.

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

graphical display  
text display  
user definable

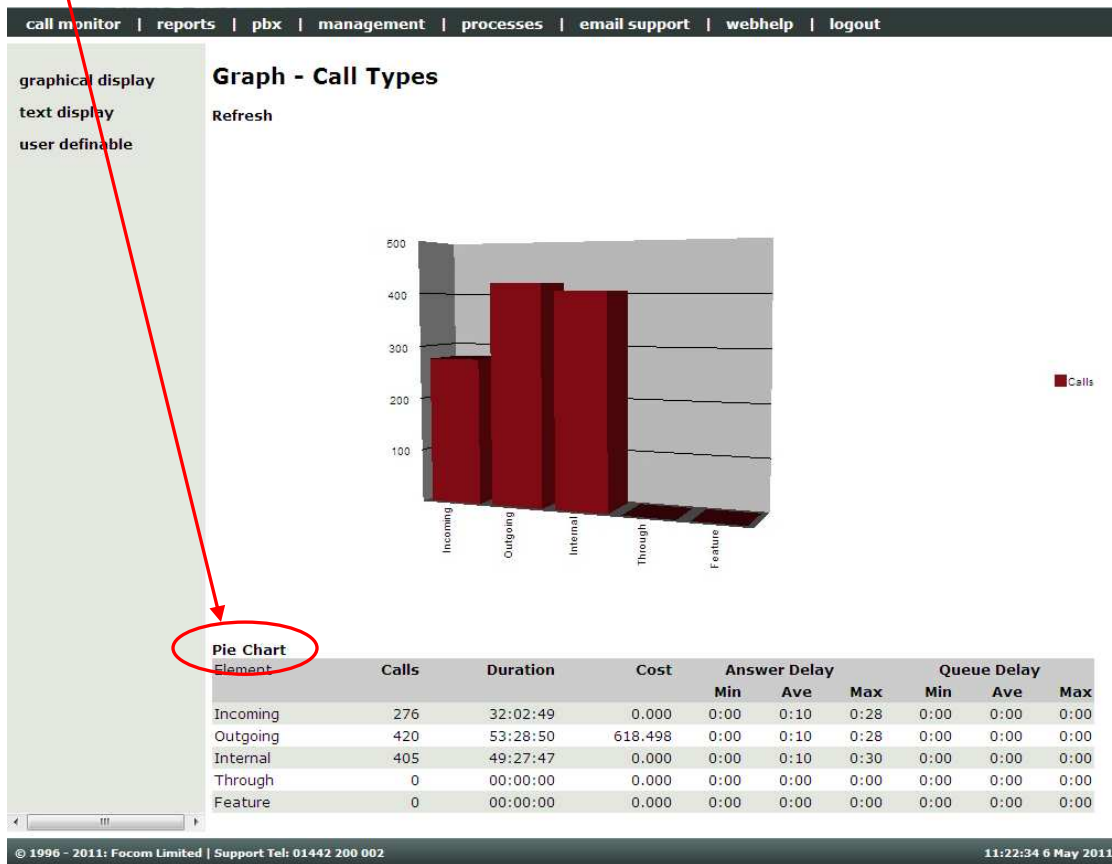
### Graph - Call Types

Refresh

Element	Calls	Duration	Cost	Answer Delay			Queue Delay		
				Min	Ave	Max	Min	Ave	Max
Incoming	276	32:02:49	0.000	0:00	0:10	0:28	0:00	0:00	0:00
Outgoing	420	53:28:50	618.498	0:00	0:10	0:28	0:00	0:00	0:00
Internal	405	49:27:47	0.000	0:00	0:10	0:30	0:00	0:00	0:00
Through	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
Feature	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00

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If the **Pie** chart does not appear automatically (version dependant), click on **Calls** to display it. You can switch between the **Pie** (shown above) and the **Chart** (shown below) by selecting either **Pie** or **Chart**



The above Real-Time shows a breakdown of the call types, the chart also shows the total duration, the cost and Answer Delay and Queue Delay as appropriate (not all PBXs give this information).

## CREATING YOUR OWN GRAPH ON TODAY:

Select **Create New Web Real Time** then click **[Create]**

**Create New Web Real Time**

Select 'Create' to create a new Real Time display.

The following screen will appear:

### Create/Edit Real-Time Display

Create new web real time

<b>Real Time Type</b>	<input type="text" value="Graph on today"/>															
<b>Group Breakdown</b>	<input type="text" value="Graph by call types"/>															
<b>PBX Restriction</b>	<input type="text" value="All PBXs"/>															
<b>Group Restriction</b>	<input type="text" value="No Restriction"/>															
<b>Time of Day Restriction</b>	<table style="width: 100%; border-collapse: collapse;"> <tr><td>Sunday</td><td><input type="text" value="00:00:00 to 23:59:59"/></td></tr> <tr><td>Monday</td><td><input type="text" value="00:00:00 to 23:59:59"/></td></tr> <tr><td>Tuesday</td><td><input type="text" value="00:00:00 to 23:59:59"/></td></tr> <tr><td>Wednesday</td><td><input type="text" value="00:00:00 to 23:59:59"/></td></tr> <tr><td>Thursday</td><td><input type="text" value="00:00:00 to 23:59:59"/></td></tr> <tr><td>Friday</td><td><input type="text" value="00:00:00 to 23:59:59"/></td></tr> <tr><td>Saturday</td><td><input type="text" value="00:00:00 to 23:59:59"/></td></tr> </table>	Sunday	<input type="text" value="00:00:00 to 23:59:59"/>	Monday	<input type="text" value="00:00:00 to 23:59:59"/>	Tuesday	<input type="text" value="00:00:00 to 23:59:59"/>	Wednesday	<input type="text" value="00:00:00 to 23:59:59"/>	Thursday	<input type="text" value="00:00:00 to 23:59:59"/>	Friday	<input type="text" value="00:00:00 to 23:59:59"/>	Saturday	<input type="text" value="00:00:00 to 23:59:59"/>	
Sunday	<input type="text" value="00:00:00 to 23:59:59"/>															
Monday	<input type="text" value="00:00:00 to 23:59:59"/>															
Tuesday	<input type="text" value="00:00:00 to 23:59:59"/>															
Wednesday	<input type="text" value="00:00:00 to 23:59:59"/>															
Thursday	<input type="text" value="00:00:00 to 23:59:59"/>															
Friday	<input type="text" value="00:00:00 to 23:59:59"/>															
Saturday	<input type="text" value="00:00:00 to 23:59:59"/>															
<b>Field Restrictions</b>	<table style="width: 100%; border-collapse: collapse;"> <tr><td><input type="text" value="All calls"/></td><td><input type="text" value="Not used"/></td><td><input type="text"/></td></tr> <tr><td><input type="text" value="All calls"/></td><td><input type="text" value="Not used"/></td><td><input type="text"/></td></tr> <tr><td><input type="text" value="All calls"/></td><td><input type="text" value="Not used"/></td><td><input type="text"/></td></tr> <tr><td><input type="text" value="All calls"/></td><td><input type="text" value="Not used"/></td><td><input type="text"/></td></tr> <tr><td><input type="text" value="All calls"/></td><td><input type="text" value="Not used"/></td><td><input type="text"/></td></tr> </table>	<input type="text" value="All calls"/>	<input type="text" value="Not used"/>	<input type="text"/>	<input type="text" value="All calls"/>	<input type="text" value="Not used"/>	<input type="text"/>	<input type="text" value="All calls"/>	<input type="text" value="Not used"/>	<input type="text"/>	<input type="text" value="All calls"/>	<input type="text" value="Not used"/>	<input type="text"/>	<input type="text" value="All calls"/>	<input type="text" value="Not used"/>	<input type="text"/>
<input type="text" value="All calls"/>	<input type="text" value="Not used"/>	<input type="text"/>														
<input type="text" value="All calls"/>	<input type="text" value="Not used"/>	<input type="text"/>														
<input type="text" value="All calls"/>	<input type="text" value="Not used"/>	<input type="text"/>														
<input type="text" value="All calls"/>	<input type="text" value="Not used"/>	<input type="text"/>														
<input type="text" value="All calls"/>	<input type="text" value="Not used"/>	<input type="text"/>														
<b>Privacy</b>	<input type="text" value="Visible to everyone"/>															
<b>Description</b>	<input type="text" value="Enter Real Time Name  "/>															

<b>Real Time Type</b>	You have the choice of Cumulative Totals; Graph On Today; or Individual Call Text. Ensure that <b>Graph On Today</b> is selected.
<b>Group Breakdown</b>	<p>You can select a group of extensions, lines, etc. and the chart will be broken down by the elements within the group (similar to running a report on a group).</p> <p>If you do select a group you can then choose if you want to restrict the Group member to be in a particular Party (Party 1 only means they made the call; Party 2 through to 6 – but not Party 1 would mean they received the call, but did not make it); or you leave all parties ticked and the Group member can be involved anywhere in the call sequence.</p> <p>Or you can select one of the <b>System</b> choices:</p> <p><b>Graph by call types;</b></p> <p><b>Graph split every 15 minutes;</b></p> <p><b>Graph split every 30 minutes;</b></p>

	<p><b>Graph split every hour;</b></p> <p><b>Graph by classification</b></p>
<b>PBX Restriction</b>	If you have more than 1 PBX you can select an individual or leave <b>All PBXs</b> selected.
<b>Group Restriction</b>	This allows you to select a group of extensions, lines, etc, but rather than breaking it down by the elements in the group it will apply to the group as a whole (similar to running a report on the filter of a group).
<p><b>Group Restriction</b></p> <p><b>Time of Day Restriction</b></p>	
	<p>If you select a group you can then choose if you want to restrict the Group member to be in a particular Party (Party 1 only means they made the call; Party 2 through to 6 – but not Party 1 would mean they received the call, but did not make it); or you leave all parties ticked and the Group member can be involved anywhere in the call sequence.</p> <p>Under <b>Group Restriction</b> you also have the option to select <b>Call Must Exclude the Group</b> if you don't want the calls you are monitoring to include a certain group of extensions, lines, etc.</p>
<b>Time of Day Restriction</b>	This allows you to restrict the time of day that the calls are monitored; you can set the individual days to different times if necessary.
<b>Field Restrictions</b>	This is where you setup your "filter"; they are <b>AND</b> filters so if you use more than one line the call will have to match ALL lines otherwise it will not match your criteria.
<b>Privacy</b>	<p>You have three options:</p> <p><b>Visible to only the user setting up:</b> if you are that user you will see <b>Status</b> in the Status column and everyone else will see Private – they will not be able to see the status.</p> <p><b>Visible to everyone:</b> every user will see <b>Status</b> in the Status column.</p> <p><b>Visible only to selected list of users:</b> if you choose this option you will see a list of users; select the user(s) who you want to be able to see the <b>Status</b> and click <b>[Add User]</b>.</p>

Privacy: Visable only to selected list of users

Allowed Users: Administrator, Andy Miller, focom engineer, focom staff, Maintainer

Add User: [Add User] Remove User: [Remove User]

Nikki Stacey

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**Description** Enter a name for your real-time then click **[Add]**

Description: Sales Call Types - NS

[Back] [Add]

Your new real-time will be added to the list in alpha / numeric order, but will not take effect until a **Recache** has been run (one runs automatically every night at midnight):

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
<b>09 Numbers Called - NS</b>	Private	focom staff	17:15:32 Thu 05/05/2011
<b>Cumulative - £10 spend</b>	<b>Status</b>	focom staff	16:36:54 Thu 05/05/2011
<b>Graph - Call Types</b>	<b>Status</b>	focom staff	16:35:09 Thu 05/05/2011
<b>ICT - Premium 09 Number Called</b>	<b>Status</b>	focom staff	16:33:34 Thu 05/05/2011
<b>Sales Call Types - NS</b>	Private	focom staff	17:30:39 Thu 05/05/2011

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To edit an existing Real-Time just select the bold name in the Description column, you will then have additional Command Buttons:

[Back] [Delete] [Protect] [Update] [Add]

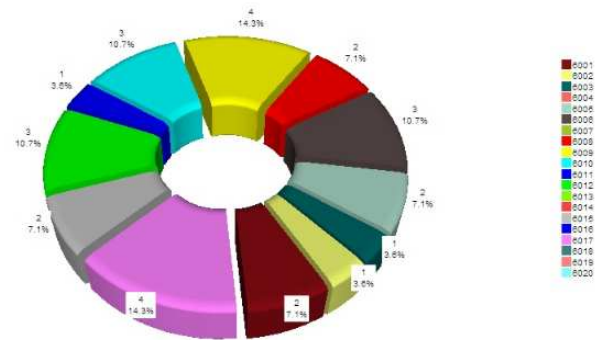
These command buttons will allow you to **[Delete]**, **[Protect]** or **[Update]** the existing Real-Time, or after making changes to the existing one **[Add]** a new one, thus keeping the original as it was.

These are examples where the group All Extensions was selected in **Group Breakdown**:

**Pie Chart**

**Graph - All Extensions**

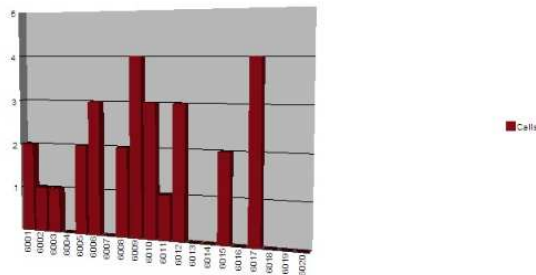
Refresh



Pie Chart Element	Calls	Duration	Cost	Answer Delay			Queue Delay		
				Min	Ave	Max	Min	Ave	Max
6001	2	00:17:27	0.000	0:01	0:09	0:16	0:00	0:00	0:00
6002	1	00:03:58	0.000	0:16	0:16	0:16	0:00	0:00	0:00
6003	1	00:06:11	0.000	0:00	0:00	0:00	0:00	0:00	0:00
6004	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
6005	2	00:22:29	0.699	0:04	0:10	0:16	0:00	0:00	0:00
6006	3	00:33:35	0.985	0:14	0:16	0:18	0:00	0:00	0:00
6007	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
6008	2	00:12:45	0.173	0:03	0:09	0:15	0:00	0:00	0:00
6009	4	00:23:32	0.912	0:00	0:05	0:20	0:00	0:00	0:00
6010	3	00:22:09	2.092	0:00	0:11	0:17	0:00	0:00	0:00
6011	1	00:09:16	0.000	0:13	0:13	0:13	0:00	0:00	0:00
6012	3	00:21:10	0.183	0:03	0:09	0:14	0:00	0:00	0:00
6013	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
6014	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
6015	2	00:06:43	0.584	0:00	0:06	0:11	0:00	0:00	0:00
6016	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
6017	4	00:31:00	0.418	0:04	0:09	0:15	0:00	0:00	0:00
6018	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
6019	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
6020	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00

**Graph - All Extensions**

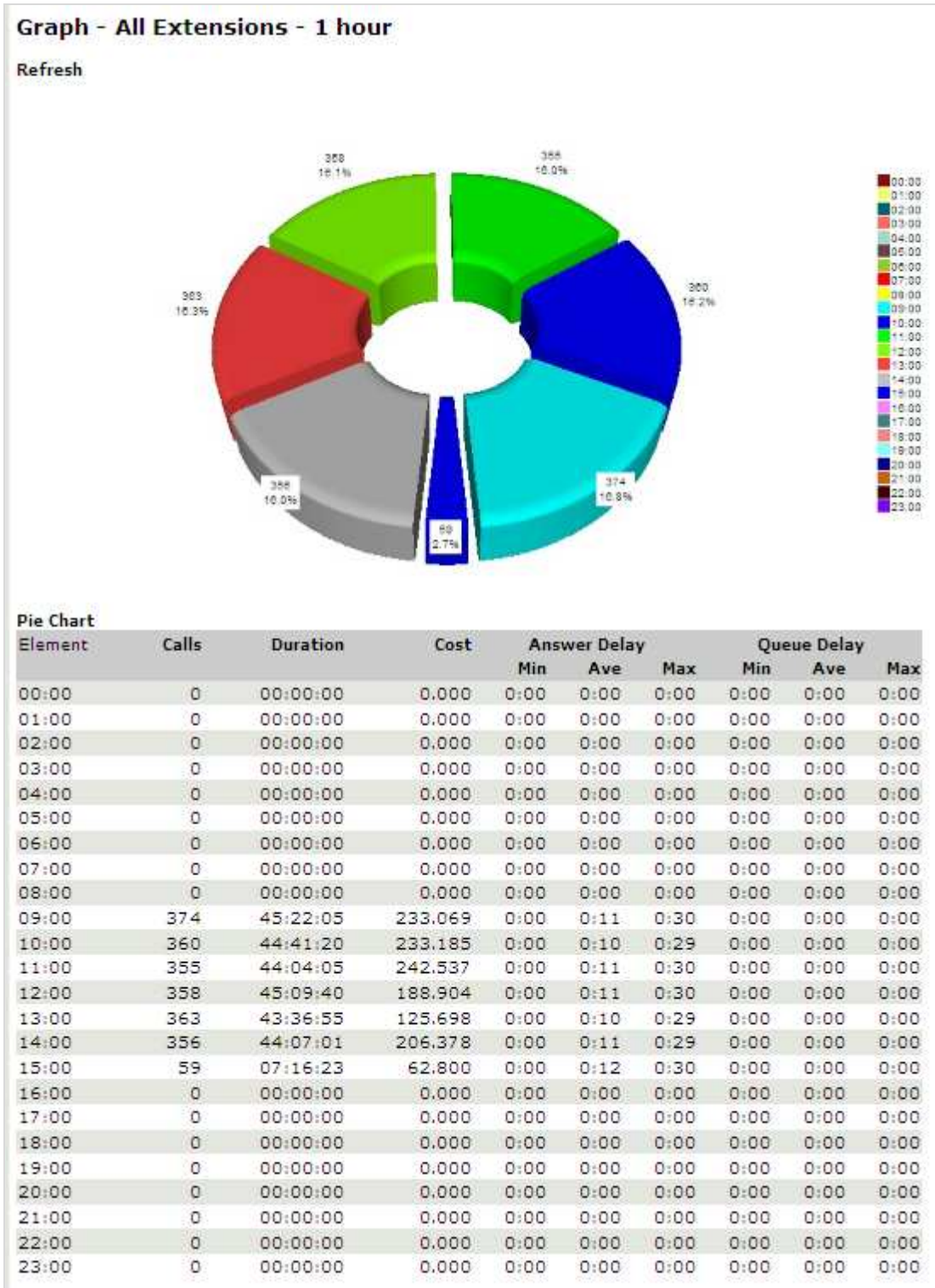
Refresh



**Bar Chart**

Pie Chart Element	Calls	Duration	Cost	Answer Delay			Queue Delay		
				Min	Ave	Max	Min	Ave	Max
6001	2	00:17:27	0.000	0:01	0:09	0:16	0:00	0:00	0:00
6002	1	00:03:58	0.000	0:16	0:16	0:16	0:00	0:00	0:00
6003	1	00:06:11	0.000	0:00	0:00	0:00	0:00	0:00	0:00
6004	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
6005	2	00:22:29	0.699	0:04	0:10	0:16	0:00	0:00	0:00
6006	3	00:33:35	0.985	0:14	0:16	0:18	0:00	0:00	0:00
6007	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
6008	2	00:12:45	0.173	0:03	0:09	0:15	0:00	0:00	0:00
6009	4	00:23:32	0.912	0:00	0:05	0:20	0:00	0:00	0:00
6010	3	00:22:09	2.092	0:00	0:11	0:17	0:00	0:00	0:00
6011	1	00:09:16	0.000	0:13	0:13	0:13	0:00	0:00	0:00
6012	3	00:21:10	0.183	0:03	0:09	0:14	0:00	0:00	0:00
6013	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
6014	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
6015	2	00:06:43	0.584	0:00	0:06	0:11	0:00	0:00	0:00
6016	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
6017	4	00:31:00	0.418	0:04	0:09	0:15	0:00	0:00	0:00
6018	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
6019	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
6020	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00

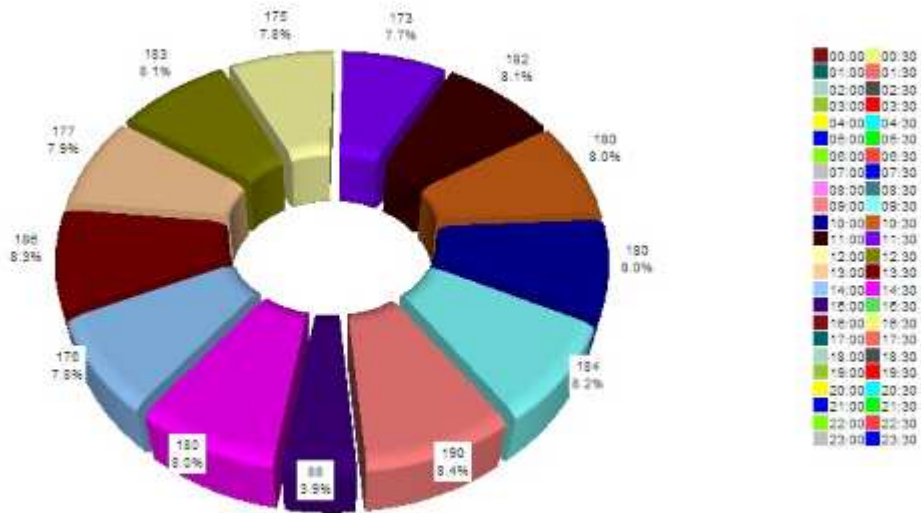
In this example **Graph split every hour** was selected in **Group Breakdown**, and the group **All Extensions** was selected in **Group Restriction** – of course you can restrict the time to your core hours if you prefer not to see the full 24 hours:



This is an example of a **Graph split every 30 mins.**

**Graph - All Extensions - 30 min**

Refresh



**Pie Chart**

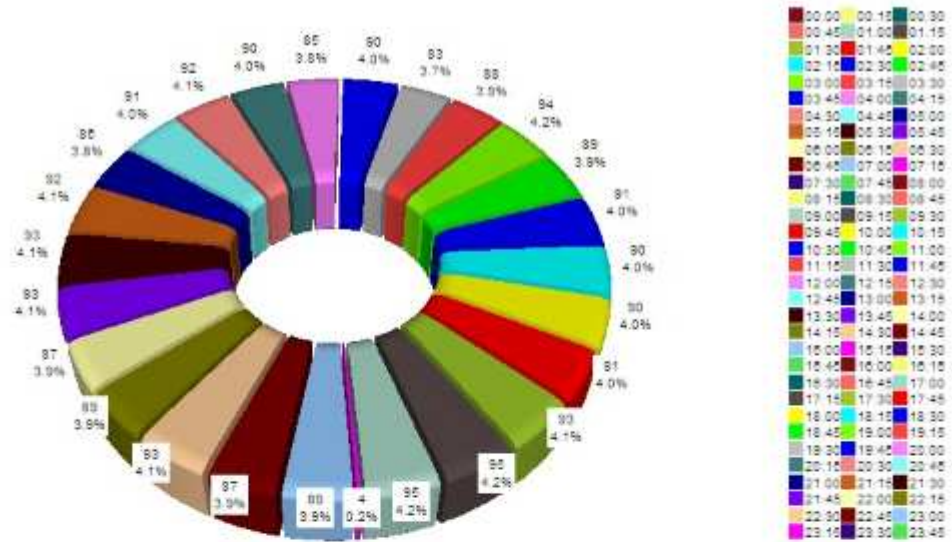
Element	Calls	Duration	Cost	Answer Delay			Queue Delay		
				Min	Ave	Max	Min	Ave	Max
00:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
00:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
01:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
01:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
02:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
02:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
03:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
03:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
04:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
04:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
05:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
05:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
06:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
06:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
07:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
07:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
08:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
08:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
09:00	190	20:49:22	95.200	0:00	0:11	0:30	0:00	0:00	0:00
09:30	184	24:32:43	137.869	0:00	0:11	0:25	0:00	0:00	0:00
10:00	180	23:17:20	105.763	0:00	0:10	0:29	0:00	0:00	0:00
10:30	180	21:24:00	127.422	0:00	0:11	0:28	0:00	0:00	0:00
11:00	182	23:17:09	94.089	0:00	0:11	0:29	0:00	0:00	0:00
11:30	173	20:46:56	148.448	0:00	0:11	0:30	0:00	0:00	0:00
12:00	175	22:22:24	85.130	0:00	0:11	0:30	0:00	0:00	0:00
12:30	183	22:47:16	103.774	0:00	0:10	0:25	0:00	0:00	0:00
13:00	177	21:14:29	55.491	0:00	0:10	0:26	0:00	0:00	0:00
13:30	186	22:22:26	70.207	0:00	0:10	0:29	0:00	0:00	0:00
14:00	176	22:04:58	119.350	0:00	0:10	0:25	0:00	0:00	0:00
14:30	180	22:02:03	87.028	0:00	0:11	0:29	0:00	0:00	0:00



This is an example of a **Graph split every 15 mins.**

**Graph - All Extensions - 15 min**

Refresh



**Pie Chart**

Element	Calls	Duration	Cost	Answer Delay			Queue Delay		
				Min	Ave	Max	Min	Ave	Max
00:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
00:15	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
00:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
00:45	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
01:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
01:15	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
01:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
01:45	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
02:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
02:15	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
02:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
02:45	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
03:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
03:15	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
03:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
03:45	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
04:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
04:15	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
04:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
04:45	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
05:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
05:15	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
05:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
05:45	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
06:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
06:15	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
06:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
06:45	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
07:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
07:15	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00