



# HOW TO SETUP A CUMULATIVE TOTALS WEB REAL-TIME

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

This screen shows you any 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
09 Numbers Called - NS	Private	focom staff	13:05:15 Fri 06/05/2011
Cumulative - 15 Calls to Mobile	<b>Status</b>	focom staff	13:06:16 Fri 06/05/2011
Cumulative - £100 spend	<b>Status</b>	focom staff	16:35:24 Tue 10/05/2011
Graph - All Extensions	<b>Status</b>	focom staff	13:09:05 Fri 06/05/2011

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By clicking on **Status** for **Cumulative - £100 spend** the following appears:

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text display  
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## Cumulative - £100 spend

Refresh

Period: 12/05/2011 to 12/05/2011

Element	Last Triggered at	Total Calls	Calls %	Total Duration	Duration %	Total Cost	Cost %
6007	Never	9		01:09:37		13.247	
6001	Never	7		00:51:35		13.224	
6018	Never	4		00:41:50		14.180	
6008	Never	3		00:32:59		1.472	
6012	Never	2		00:22:45		0.638	
6020	Never	1		00:07:09		0.662	

Period: 11/05/2011 to 11/05/2011

Element	Last Triggered at	Total Calls	Calls %	Total Duration	Duration %	Total Cost	Cost %
6018	16:26 11/05/11	145		18:40:08		107.174	100%
6008	15:59 11/05/11	140		17:38:18		90.968	75%
6020	16:32 11/05/11	136		16:50:11		88.208	75%
6007	15:36 11/05/11	117		15:32:49		92.527	75%
6001	Never	128		14:55:41		65.462	
6012	Never	120		13:45:29		45.859	

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This real time was setup to look at the calls made by a specific group of extensions.

You'll see that for the 11<sup>th</sup> May, three extensions triggered the 75% alarm; one triggered the 100% alarm; the other two extensions, while they have incurred costs, have not triggered an alarm. For the 12<sup>th</sup> May, none of the extensions have triggered an alarm.



This shows the contents of an email sent when an alarm for a £10 spend was triggered. The alarm was triggered once the costs was more than £7.50 (75%)

Custom Message	
Custom email message	
Details	
Trigger Status	75% of cost
Trigger Time	11:10:23 Fri 06/05/2011
Trigger Period	06/05/2011 to 06/05/2011
Trigger Element	Extn: 6001 Jamie Dodger
Number of Calls	22
Total Duration	03:01:36
Total Cost	9.080

## CREATING YOUR OWN CUMULATIVE TOTALS:

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

**Create New Web Real Time**

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

**Create**

The following screen will appear:

### Create/Edit Real-Time Display

Create new web real time

<b>Real Time Type</b>	Cumulative Totals
<b>Group Breakdown</b>	No Group Breakdown
<b>PBX Restriction</b>	All PBXs
<b>Group Restriction</b>	No Restriction
<b>Time of Day Restriction</b>	Sunday 00:00:00 to 23:59:59 Monday 00:00:00 to 23:59:59 Tuesday 00:00:00 to 23:59:59 Wednesday 00:00:00 to 23:59:59 Thursday 00:00:00 to 23:59:59 Friday 00:00:00 to 23:59:59 Saturday 00:00:00 to 23:59:59
<b>Field Restrictions</b>	All calls Not used All calls Not used All calls Not used All calls Not used All calls Not used
<b>Cumulative</b>	Maximum Calls 10 Maximum Cost 0.000 Maximum Duration 00:00:00 Period Daily Alarm Frequency 75%, 100% and 125%
<b>Privacy</b>	Visible to everyone
<b>Email Notifications</b>	Nikki Stacey support@focom.com Use Email Remove Email Add and Use Email
<b>Email Message</b>	Custom email message
<b>Description</b>	Enter Real Time Name

**Back** **Add**



<p><b>Real Time Type</b></p>	<p>You have the choice of Cumulative Totals; Graph On Today; or Individual Call Text. Ensure that <b>Cumulative Totals</b> is selected.</p>									
<p><b>Group Breakdown</b></p>	<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><b>PBX Restriction</b></p>	<p>If you have more than 1 PBX you can select an individual PBX or leave <b>All PBXs</b> selected.</p>									
<p><b>Group Restriction</b></p>	<p>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> <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>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.</p>									
<p><b>Time of Day Restriction</b></p>	<p>This allows you to restrict the time of day that the calls are monitored; you can set the individual days to different time zones if necessary.</p>									
<p><b>Field Restrictions</b></p>	<p>This is where you setup your "filter"; they are <b>AND</b> filters so if you use more than one criteria, the call will have to match ALL lines otherwise it will not match your requirement.</p>									
<p><b>Cumulative</b></p>	<p>The <b>Maximums</b> are all <b>ORs</b>. You can set any or all of them and they will individually trigger the alarm that you select.</p> <p>Enter a value in <b>Maximum Calls</b> and / or <b>Maximum Cost</b> and / or <b>Maximum Duration</b>.</p> <p>You may want to know when an extension has been involved in 100 calls, or the cost of their outgoing calls has reached £50, or they have spent more than 2 hours in total on the phone.</p> <div data-bbox="533 1783 1390 1895" style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;"><b>Cumulative</b></td> <td style="width: 30%;">Maximum Calls</td> <td style="width: 50%;"><input type="text" value="100"/></td> </tr> <tr> <td></td> <td>Maximum Cost</td> <td><input type="text" value="50.000"/></td> </tr> <tr> <td></td> <td>Maximum Duration</td> <td><input type="text" value="02:00:00"/></td> </tr> </table> </div> <p>Entering 0 for any of the Maximums switches that option off.</p> <p><b>Period:</b> this is the period over which you want to monitor the maximums. You may want to know if your maximums are reached in a day, a week, or a month. The options in the drop-down list are:</p>	<b>Cumulative</b>	Maximum Calls	<input type="text" value="100"/>		Maximum Cost	<input type="text" value="50.000"/>		Maximum Duration	<input type="text" value="02:00:00"/>
<b>Cumulative</b>	Maximum Calls	<input type="text" value="100"/>								
	Maximum Cost	<input type="text" value="50.000"/>								
	Maximum Duration	<input type="text" value="02:00:00"/>								



	<div data-bbox="874 197 1129 324"><ul style="list-style-type: none"><li>Daily</li><li>Daily with weeks archive</li><li>Weekly</li><li>Weekly with months archive</li><li>Monthly</li><li>Monthly with years archive</li></ul></div> <p><b>Daily</b> – when you select <b>Status</b> you will see data for the current day; you will also see data for yesterday and may see data for tomorrow – this is to allow for global systems that have different time zones.</p> <p><b>Daily with weeks archive</b> – as Daily with up to the 7 previous days data being kept.</p> <p><b>Weekly</b> – you will see data for the current week – on the first day of a new week you will see the data for the last week, and on the last day of a week you may see data for the following week, again, this is to allow for different time zones.</p> <p><b>Weekly with months archive</b> – as Weekly with up to the 5 previous weeks data being kept.</p> <p><b>Monthly</b> – you will see data for the current month. On the first of the month you will see the last month’s data, and on the last day of the month you may see data for the following month.</p> <p><b>Monthly with years archive</b> – as Monthly with up to the 12 previous months data being kept.</p> <p>You then need to select when you are notified:</p> <p><b>Alarm Frequency:</b> you can either have 3 alarms, at <b>75%, 100%, 125%</b>; or 1 alarm at <b>100%</b></p>
<p><b>Privacy</b></p>	<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>
	<div data-bbox="164 1509 1461 1697"><p>Privacy</p><p>Allowed Users</p><p>Visible only to selected list of users</p><ul style="list-style-type: none"><li>Denise Harrison</li><li>Donna Pickrell</li><li>focom engineer</li><li>focom staff</li><li>Nikki Stacey</li></ul><p>Add User</p><p>Remove User</p><ul style="list-style-type: none"><li>Andy Miller</li></ul></div>
<p><b>Email Notifications</b></p>	<p>An email notification can be sent every time your criteria are met.</p> <p>Select the name / email address of the people you want to receive a notification and click <b>[Use Email]</b>.</p> <p>If their name / email address is not in the list, type the email address in the blank text box and click <b>[Add and Use Email]</b>.</p> <p>The names / email addresses who will receive the notification will appear in the box on the right.</p>



**Email Notifications**

support@focom.com

Use Email

Remove Email

Nikki Stacey

Add and Use Email

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**Email Message**

This is where you can type an email message that will be sent with every Email Notification.

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**Description**

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

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**Description**

Cumulative Totals - AM

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

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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 Totals</b>	<b>Status</b>	Nikki Stacey	11:19:20 Wed 20/04/2011
<b>Cumulative Totals - AM</b>	Private	Nikki Stacey	15:24:26 Wed 04/05/2011
<b>Graph on Today</b>	<b>Status</b>	Nikki Stacey	11:17:57 Wed 20/04/2011
<b>Graph on Today - AM</b>	Private	Nikki Stacey	15:03:35 Wed 04/05/2011
<b>Individual Call Text</b>	<b>Status</b>	Nikki Stacey	11:17:37 Wed 20/04/2011
<b>Individual Call Text - AM</b>	Private	Nikki Stacey	14:14:47 Wed 04/05/2011

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15:24:59 4 May 2011

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.

Please be aware that your real time screens will show the last data that was received. If your CDR data is collected from a dial-up buffer overnight, and not sent to us throughout the day by email or FTP, then, for this type of user definable real time, your cumulative totals could be triggered very quickly if your totals are only looking at one day. You might also want to consider which alarm frequencies, other than 100%, are appropriate.