



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

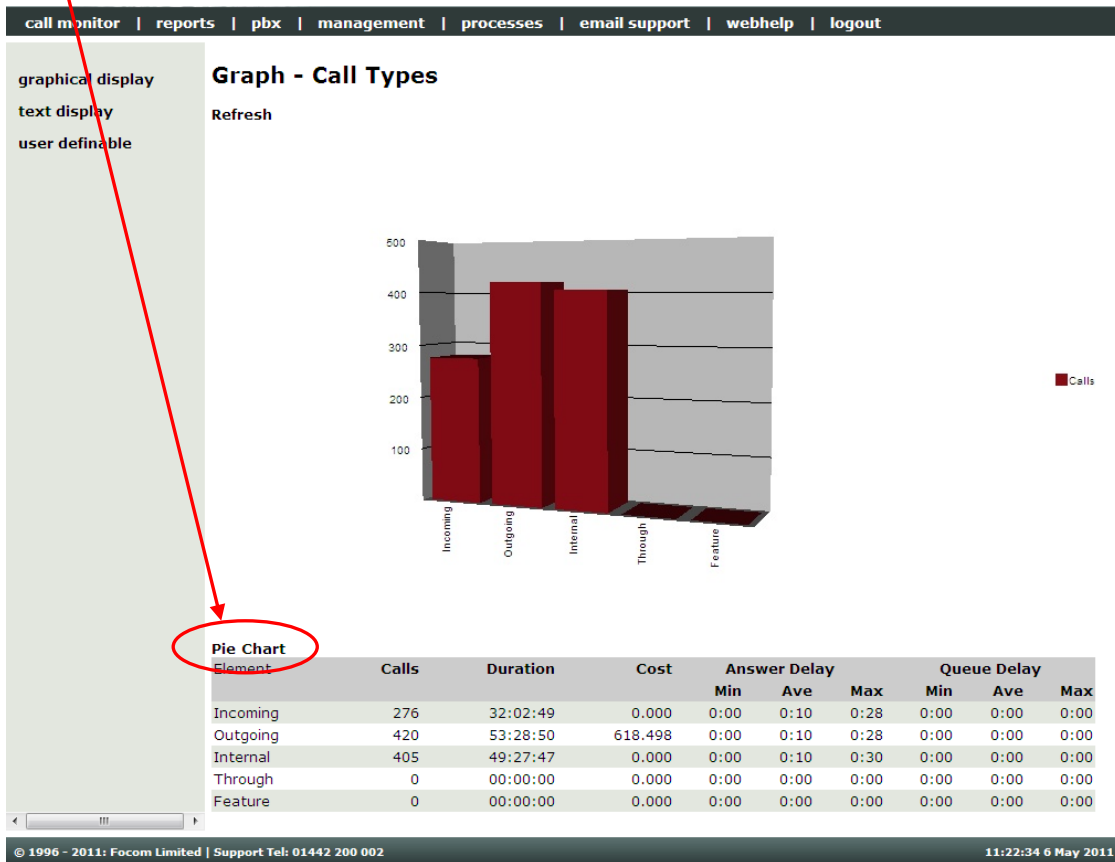
Pie Chart

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.

Create

The following screen will appear:

Create/Edit Real-Time Display

Create new web real time

Real Time Type

Group Breakdown

PBX Restriction

Group Restriction

Time of Day Restriction

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"/>

Field Restrictions

<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"/>

Privacy

Description

Back Add

Real Time Type

You have the choice of Cumulative Totals; Graph On Today; or Individual Call Text. Ensure that **Graph On Today** is selected.

Group Breakdown

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).

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.

Or you can select one of the **System** choices:

Graph by call types;

Graph split every 15 minutes;

Graph split every 30 minutes;



	<p>Graph split every hour;</p> <p>Graph by classification</p>
PBX Restriction	If you have more than 1 PBX you can select an individual or leave All PBXs selected.
Group Restriction	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>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 Group Restriction you also have the option to select Call Must Exclude the Group if you don't want the calls you are monitoring to include a certain group of extensions, lines, etc.</p>
Time of Day Restriction	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.
Field Restrictions	This is where you setup your "filter"; they are AND filters so if you use more than one line the call will have to match ALL lines otherwise it will not match your criteria.
Privacy	<p>You have three options:</p> <p>Visible to only the user setting up: if you are that user you will see Status in the Status column and everyone else will see Private – they will not be able to see the status.</p> <p>Visible to everyone: every user will see Status in the Status column.</p> <p>Visible only to selected list of users: 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 Status and click [Add User].</p>



Privacy Visible only to selected list of users ▼

Allowed Users

Administrator	Add User	Nikki Stacey	
Andy Miller		Remove User	
focom engineer			
focom staff			
Maintainer			

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

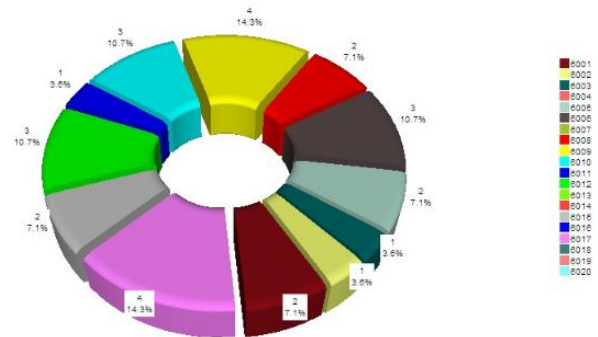
Please be aware that your real time screens will show the last data that was received. If your CDR data is collected from a dial-up buffer overnight, and not sent to us throughout the day by email or FTP, then, for this type of user definable real time, you would see a graph of calls that took place yesterday.



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

Graph - All Extensions

Refresh



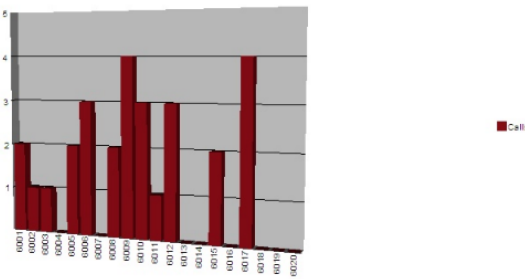
Pie Chart

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

Graph - All Extensions

Refresh



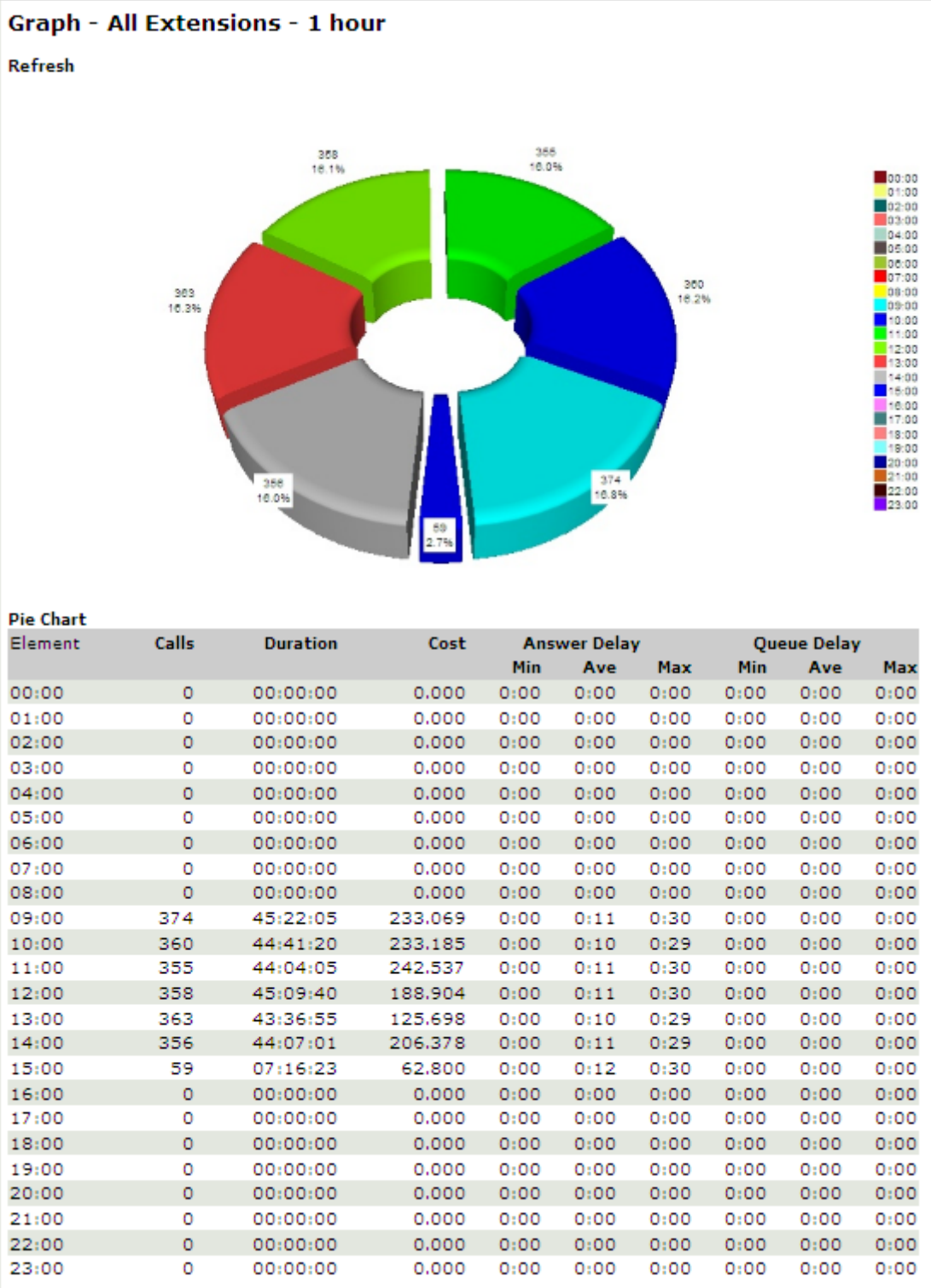
Bar Chart

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:

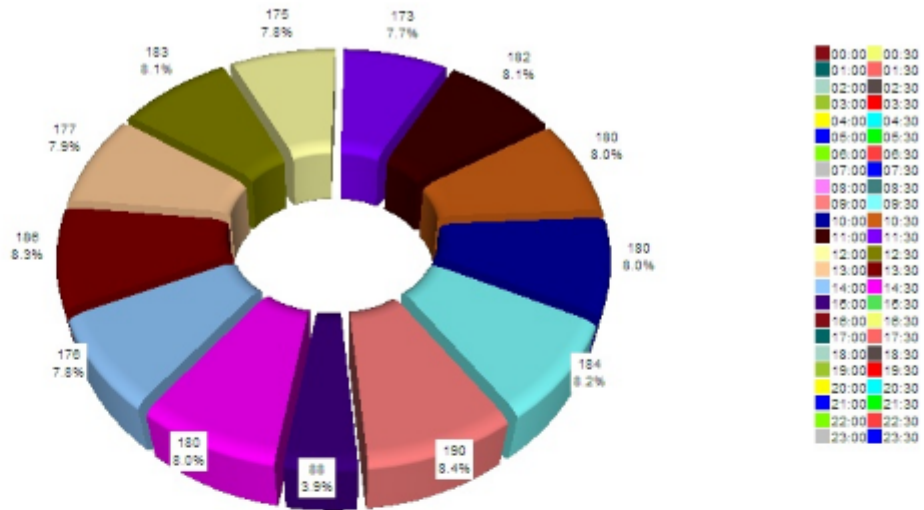




This is an example of a **Graph split every 30 mins.**

Graph - All Extensions - 30 min

Refresh



Pie Chart

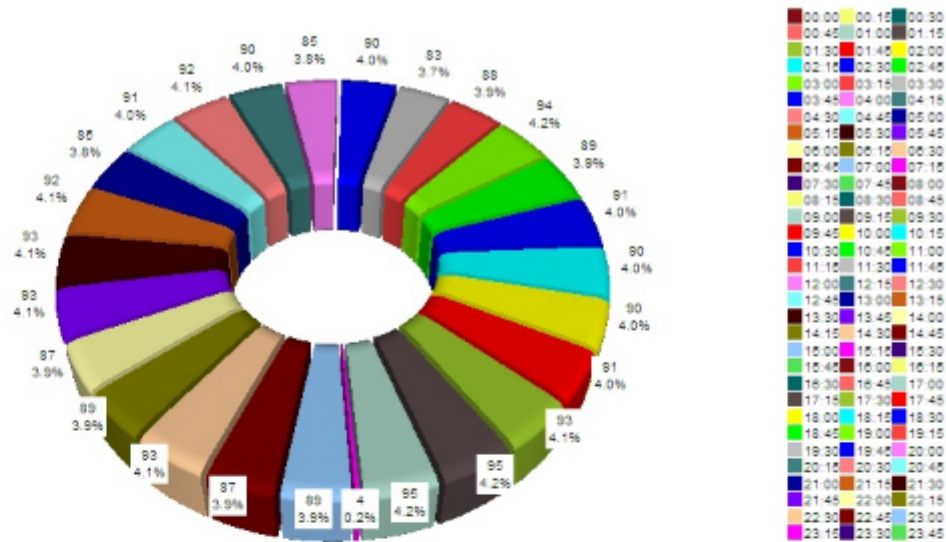
Element	Calls	Duration	Cost	Answer Delay			Queue Delay		
				Min	Ave	Max	Min	Ave	Max
00:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
00:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
01:00	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
01:30	0	00:00:00	0.000	0:00	0:00	0:00	0:00	0:00	0:00
02:00	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

