



How To Setup AN INDIVIDUAL CALL TEXT 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.

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

By clicking on **Status** for **ICT - Premium 09 Number Called** the following appeared:

Date	Time	Party 1	Party 2	Party 3	Duration	Dialed	Cost
15/05/2011	17:57:47	6013	101002		00:14:07	0901282102389	7.199
16/05/2011	09:13:30	6006	101003		00:11:10	0908468079439	9.022
16/05/2011	09:15:24	6019	101017		00:12:27	0908193051459	10.059
16/05/2011	09:28:16	6010	101007		00:02:37	0908512116489	0.834
16/05/2011	09:35:13	6005	101015		00:11:49	0982909038335	0.803
16/05/2011	09:38:35	6009	101013		00:02:47	0909962085514	3.551
16/05/2011	09:47:55	6009	101009		00:03:54	0905958069038	0.826
16/05/2011	09:54:03	6006	101004		00:11:46	0983061125710	0.816
16/05/2011	09:59:44	6018	101017		00:05:35	0908873112923	3.562
16/05/2011	10:10:08	6019	101007		00:04:05	0901213050389	0.731
16/05/2011	10:12:03	6008	101004		00:08:02	0901713083561	0.682
16/05/2011	10:14:33	6017	101007		00:14:18	0905984047001	2.431
16/05/2011	10:20:11	6019	101002		00:00:00	0907257032139	0.000
16/05/2011	10:25:21	6007	101004		00:06:46	0907932090004	7.192
16/05/2011	10:34:44	6006	101010		00:00:00	0907311088778	0.000
16/05/2011	10:42:30	6001	101019		00:12:21	0904562033908	4.199
16/05/2011	10:43:50	6014	101010		00:08:12	0905935097725	2.091
16/05/2011	10:51:44	6011	101007		00:11:51	098369098973	0.136
16/05/2011	10:59:18	6009	101015		00:01:38	0904887056740	0.179
16/05/2011	11:06:44	6005	101006		00:13:46	0907576106269	17.566



Then, by clicking on an individual line you get the detail of the call:

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graphical display
text display
user definable

ICT - Premium 09 Number Called

Call Record Details			
PBX:	PBX		
Date:	16/05/2011	Time:	09:15:24
Party 1:	Extension	6019	Teresa Green
Party 2:	Line	101017	DASS
Call Type:	Outgoing	Duration:	00:12:27
TTA:	00:00:12	Queue Delay:	00:00:00
Dialled Number:	0908193051459	Location:	Virtual Universe Ltd
CLI Number:		CLI Location:	
Cost:	10.059	Tariff:	BT Jan 11
Band:	p23	Rate:	p23
Access Code:	9	Account Code:	
Desk:		Pin Code:	
Flags:	Premium		

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The above Real-Time shows the calls that have gone to Premium rate numbers that start 09. You can also have an email sent to you whenever your criteria are met – the email would contain the following type of detailed information:

From: Lumberjack Server [support@focom.com] Sent: Thu 05/05/2011 17:41
To: Lumberjack User
Cc:
Subject: Call Notification: ICT - Premium 09 Number Called

Custom Message

Custom email message

Call Details

Start Time	16:41:30 Thu 05/05/2011	Call Type	Outgoing
Party 1	Extension 6018		Kid Knee
Party 2	Trunk 101017		DASS
Duration	00:04:34	TTA	00:00:00
Access Code	9	Dialled Number	0906097040956
Location	Business Broadcast Communicatio		
Tariff	BT Jan 11	Cost	1.904
Band	p1	Rate	p1 Day
Account Code		Pin Code	
CLI Number		CLI Location	
Flags	Premium		



CREATING YOUR OWN INDIVIDUAL CALL TEXT:

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 Individual Call Texts ▾

PBX Restriction All PBXs ▾

Group Restriction No Restriction ▾

Restrict to party 1 2 3 4 5 6

Call must exclude the group

Time of Day Restriction

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

Field Restrictions

All calls ▾ Not used ▾

All calls ▾ Not used ▾

All calls ▾ Not used ▾

All calls ▾ Not used ▾

All calls ▾ Not used ▾

Privacy Visible to everyone ▾

Email Notifications

Nikki Stacey
support@focom.com

Use Email

Remove Email

Add and Use Email

Email Message

Custom email message

Description Enter Real Time Name |

Back Add

Real Time Type

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

PBX Restriction

If you have more than 1 PBX you can select an individual or leave **All PBXs** selected.

Group Restriction

You may only want your web real-time to apply to a group of extensions, trunks, etc.; you can select the group from the drop-down list.

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.



	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, trunks, etc.
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.

Field Restrictions

Flags	Contains	Premium
Dialled Number	Start with	09
All calls	Not used	
All calls	Not used	
All calls	Not used	

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>
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Privacy
Allowed Users

Visible only to selected list of users

Administrator focom engineer focom staff Maintainer Andy Miller	Add User Remove User	Nikki Stacey
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Email Notifications	<p>An email notification can be sent every time your criteria is met.</p> <p>Select the name / email address of the people you want to receive a notification and click [Use Email].</p> <p>If their name / email address is not in the list, type the email address in the blank text box and click [Add and Use Email].</p> <p>The names / email addresses who will receive the notification will appear in the box on the right.</p>
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Email Notifications

support@focom.com	Use Email Remove Email	Nikki Stacey
	Add and Use Email	

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] .
Description	<input type="text" value="09 Numbers Called - NS"/> <input type="button" value="Back"/> <input type="button" value="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):

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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**

To create a completely new Real Time Display, click on the and work through the instructions.

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
<input type="button" value="↑"/> 09 Numbers Called - NS	Private	focom staff	17:15:32 Thu 05/05/2011
<input type="button" value="↑"/> Cumulative - £10 spend	Status	focom staff	16:36:54 Thu 05/05/2011
<input type="button" value="↑"/> Graph - Call Types	Status	focom staff	16:35:09 Thu 05/05/2011
<input type="button" value="↑"/> ICT - Premium 09 Number Called	Status	focom staff	16:33:34 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:

<input type="button" value="Back"/>	<input type="button" value="Delete"/>	<input type="button" value="Protect"/>	<input type="button" value="Update"/>	<input type="button" value="Add"/>
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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 list of the calls that met your criteria yesterday.