

# Truelog Status Monitor

The Monitor application can be installed on any Windows (2000, 2003, XP,VISTA) computer on the network. In a WAN environment, Monitor can connect to any number of remote sites and provide live streaming of calls in progress.

With provision for VPN at a Truelog site, even a portable computer equipped with a 3G or GPRS data card can be used for monitoring live calls whilst away from the office. Only an internet connection is required (streaming at approx. 20kbps).

- Monitoring of multiple Truelog sites in wide area multi-office installation
- Selectable Trunk / Extension / Agent views, subject to user authorization levels
- Comprehensive live call information (outgoing dialled number, incoming calling number, call duration, extension number / name, trunk details)

The screenshot displays the TrueLog Status Monitor application window. The title bar reads "Monitoring Station Ver 6.7.11.0" and "TrueLog Status Monitor". Below the title bar, there are tabs for "TRUNKS", "ADMIN", and "SALES". The main area is a grid of call status cards for various extensions. Each card shows the extension number, name, state, duration, and number. The status can be "Idle", "Inbound", "Outbound", or "Error".

Extension	Name	State	Duration	Number
P1.001	Priscilla Inoumbe	Inbound	00:01:27	0820000001
P1.002	Adrianvd Berg	Inbound	00:08:28	0820000002
P1.004	Sean Gowder	Inbound	00:03:31	0820000003
P1.004	Switchboard	Inbound	00:03:21	0820000004
P1.005	Switchboard	Inbound	00:02:20	0820000005
P1.006		Idle	00:00:00	No.
P1.007		Idle	00:00:00	No.
P1.008		Idle	00:00:00	No.
P1.009		Idle	00:00:00	No.
P1.010		Idle	00:00:00	No.
P1.011		Idle	00:00:00	No.
P1.012		Idle	00:00:00	No.
P1.013		Idle	00:00:00	No.
P1.014		Idle	00:00:00	No.
P1.015		Idle	00:00:00	No.
P1.016		Idle	00:00:00	No.
P1.017	Lorraine de Klerk	Outbound	00:08:03	0800456786
P1.018		Idle	00:00:00	No.
P1.019		Idle	00:00:00	No.
P1.020	Melanie Johnson	Outbound	00:05:15	0800456786
P1.021		Idle	00:00:00	No.
P1.022	Ebrahim Khan	Outbound	00:52:30	0800456786
P1.023	Ext: 2951	Outbound	00:03:05	7962638
P1.024	Ext: 2545	Outbound	00:01:24	6369114
P1.025		Idle	00:00:00	No.
P1.026		Idle	00:00:00	No.
P1.027		Idle	00:00:00	No.
P1.028		Idle	00:00:00	No.
P1.029		Idle	00:00:00	No.
P1.030		Idle	00:00:00	No.
P2.001	Liza Matthews	Outbound	00:00:03	0800456786
P2.002		Idle	00:00:00	No.
P2.003		Idle	00:00:00	No.
P2.004		Idle	00:00:00	No.
P2.005		Idle	00:00:00	No.
P2.006		Idle	00:00:00	No.
P2.007		Idle	00:00:00	No.
P2.008		Idle	00:00:00	No.
P2.009		Idle	00:00:00	No.
P2.010		Idle	00:00:00	No.
P2.011		Idle	00:00:00	No.
P2.012		Idle	00:00:00	No.
P2.013		Idle	00:00:00	No.
P2.014		Idle	00:00:00	No.
P2.015		Idle	00:00:00	No.
P2.016		Idle	00:00:00	No.
P2.017		Idle	00:00:00	No.
P2.018		Idle	00:00:00	No.
P2.019	Derrick da Silva	Outbound	00:00:25	0800456786
P2.020		Idle	00:00:00	No.
P2.021		Idle	00:00:00	No.
P2.022		Idle	00:00:00	No.
P2.023		Idle	00:00:00	No.
P2.024	Ext: 2500	Outbound	00:01:25	6369114
P2.025		Idle	00:00:00	No.
P2.026		Idle	00:00:00	No.
P2.027		Idle	00:00:00	No.
P2.028		Idle	00:00:00	No.
P2.029		Idle	00:00:00	No.
P2.030		Idle	00:00:00	No.
A.001		Idle	00:00:00	No.
A.002		Idle	00:00:00	No.
A.003		Idle	00:00:00	No.
A.004		Idle	00:00:00	No.
G.001	Vusi Mogaale	Outbound	00:00:57	0800456786
G.002		Idle	00:00:00	No.
G.003		Idle	00:00:00	No.
G.004		Idle	00:00:00	No.
G.005	Ext: 2590	Error	00:00:00	No.
G.006		Idle	00:00:00	No.
R.001	State: Voice Detect		00:00:12	No.
R.002		Idle	00:00:00	No.
B01.A	Ext: 7480	Outbound	01:21:16	0117962500
B01.B		Idle	00:00:00	No.
B02.A		Idle	00:00:00	No.
B02.B		Idle	00:00:00	No.
B03.A		Idle	00:00:00	No.
B03.B	Ext: 2590	Outbound	01:20:53	0800456786
B04.A		Idle	00:00:00	No.
B04.B		Idle	00:00:00	No.

At the bottom, it shows "Connected to JOHANNESBURG" and "User: Les Jones".

## Truelog Playback

The Truelog Playback application can be installed on any Windows (2000, 2003, XP, VISTA) computers on the network.

In a WAN environment, the Playback application can connect to any number of remote sites, and where VPN is provided at a Truelog site, running Playback away from the office only requires an internet connection.

- Decryption & playback of calls within a selected date & time range, subject to user authorization (eg. all calls /specific extensions only / own extension only / own department only)
- Shortcut buttons for 'Last Hour', 'Today', 'Yesterday', 'Last 7 Days'
- View new calls as they are completed
- Playback of calls stored on Server, or Archived calls stored on removable backup media
- Hi-light selected call areas, replay continuously in 'Loop' mode
- Replay speed continuously adjustable between half & double speed
- Add & edit references and comments to calls
- Save decrypted calls to hard drive or removable media (entire call / call portion / multiple calls)
- Save calls as .wav or compact .mp3 format
- Comprehensive search filters:
  - Date / time range
  - Record ID
  - Extension or Agent number
  - Extension or Agent name
  - Transferring and/or transferred extension
  - Department
  - Trunk no.
  - Call type (All calls, Incoming,Outgoing,Outgoing transferred,Incoming transferred,Radio)
  - Destination (a name assigned to an external party)
  - Call duration (greater than,equal to,less than a specified duration)
  - Reference and/or Comment (where assigned)

Playback V6 08:23 Connected to 192.168.0.131  
 User Name : Les Jones  
 Access Level : 5  
 Wave Device : Primary Sound Driver

## TRUELOG PLAYBACK

RECORDS FOR TODAY

Search Criteria  View Live Data  Last Hour  Today  Yesterday  Last 7 Days Result Count 500

Host Johannesburg Call Start 2006-02-24 00:00:00 Call End 2006-02-24 23:59:59 Search Record Page 1 of 1

Rec ID	Call Start Time	TFR From	Extension	TFR To	Name	Department	Trunk	Call Type	Tel Number	Destination	Duration	Reference	Comment
936040B	2006-02-24 16:06:16	2590	2591	2567	Adrian vd Berg	All	P1 001	T-IN	0820000002		00:02:27	72656	
936040A	2006-02-24 16:05:40	2590	2591	2591	Ebrahim Khan		P1 001	IN	0820000002		00:01:19	72656	
936040A	2006-02-24 16:08:34	2503			Lisa Matthews		P1 016	OUT	0800456786	Telkom ADSL	00:00:06	72222	
936040A	2006-02-24 16:00:46	2554			Lorraine de Klerk		P1 015	OUT	0860123456	Gaithery Online	00:00:00	72446	
936041A	2006-02-24 16:05:15	2500			Switchboard		P2 015	OUT	0800111111		00:00:13		
936040A	2006-02-24 16:04:39	2544			Melanie Johnson		P1 014	OUT	0800456786	Telkom ADSL	00:00:04	72124	
936049A	2006-02-24 16:03:17	2525			Sean Govender		P1 012	OUT	0800995637	Microsoft Registrat...	00:09:14	71715	Reg Machine AV22X
936035B	2006-02-24 16:02:55	2591	2525		Sean Govender		P1 020	T-OUT	0800995637	Microsoft Registrat...	00:01:34	72126	
936035A	2006-02-24 16:02:27	2591	2525		Adrian vd Berg		P1 010	OUT	0800995637	Microsoft Registrat...	00:00:04	71953	Reg Machine AV20X
936034A	2006-02-24 16:02:10	2544			Melanie Johnson		P1 008	OUT	0800456786	Telkom ADSL	00:00:51	72255	
936033A	2006-02-24 16:01:31	2545			Derrick da Silva		P1 006	OUT	0800456786	Telkom ADSL	00:02:00	71782	
936032A	2006-02-24 16:01:24	2541			Brendan Tshabalala		P1 005	OUT	0800456786	Telkom ADSL	00:02:23	71901	
936029A	2006-02-24 16:00:45	2500			Switchboard		P2 005	OUT	0800456786	Telkom ADSL	00:00:01		
936028A	2006-02-24 16:00:37	2541			Brendan Tshabalala		P1 004	OUT	0800456786	Telkom ADSL	00:00:04	71988	
936027A	2006-02-24 16:00:28	2500			Switchboard		P2 003	OUT	0800456786	Telkom ADSL	00:00:04		

Markers

Save Selection Clear Markers Full View 8000Hz Play Backups My Basket Edit Ref/ Comment

POSITION 0:00.000 STOPPED SIZE 0.82 MB Mark Position

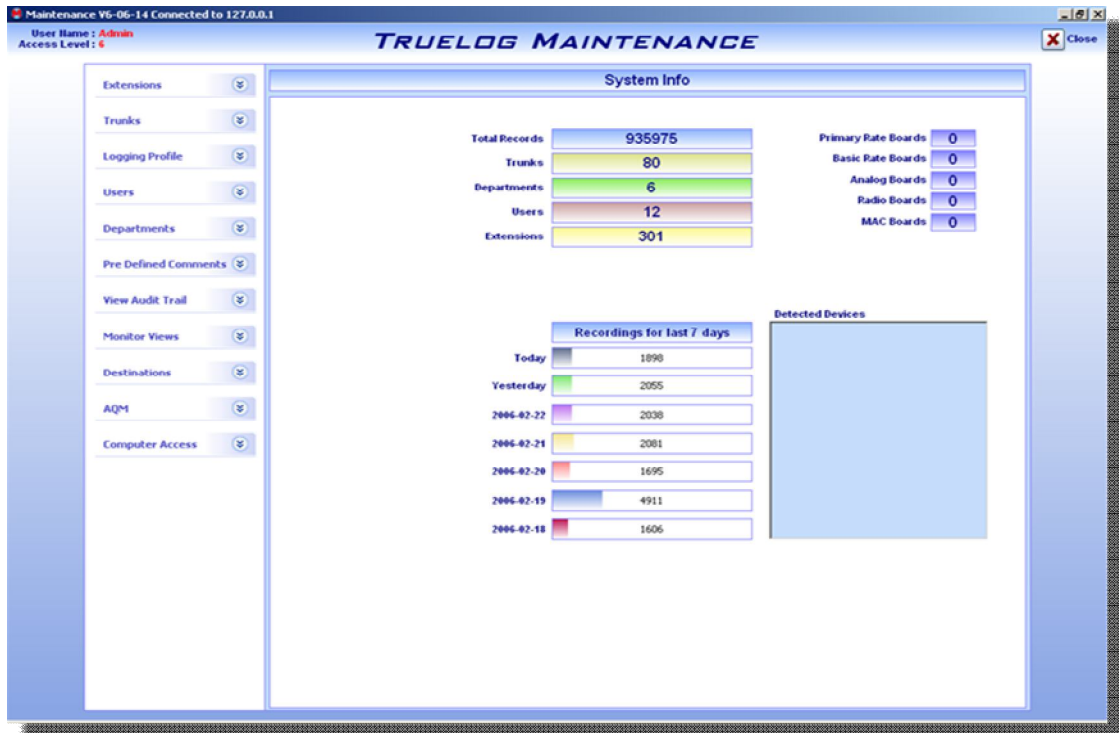
DURATION 0:08.856 Loop Volume 100

## Truelog Maintenance

The Maintenance application is installed on the Truelog server but can also run on Windows workstations used by system administrators.

Maintenance provides a complete set of tools to configure and manage the Truelog system.

- > Define Extension numbers / names, departments
- > Define Logging profiles (days of week, times of day to record / not record)
- > Assign Logging profiles to extensions and trunks
- > Define customized Trunk / Extension views for individual users
- > Define destinations by assigning specific names to specific external telephone numbers
- > Configure parameters for optional AQM (Agent Quality Monitoring) module



## Truelog Backup

The Backup application is installed as a Windows service and automatically performs a backup of each day's calls at a predetermined time (usually at midnight). Truelog's recommended backup medium is the IOMega "Rev" Drive (70GB / 8,000 Hours per cartridge) but the system can also be configured to back up to removable SATA/SCSI or external USB hard drive.

Backup also monitors the disk space remaining on the server hard drive, and when disk space falls below a predetermined threshold, the oldest data is deleted in order to accommodate newer data.

Backup can be configured to report its activities via email and/or GSM modem (if equipped)

Backup V6.0.6.12 Connected to 192.168.0.131

Setup **Truelog Backup** Backup History Close

Backup Drive Info	Clear Disk
Drive : E	
Disk Size : 27.94 GB	
Free Size : 4.43 GB	Backup Now
Used Size : 23.51 GB	
Volume Label : B00003	
<b>Backup Number : 00003</b>	

Data Drive Info	Used Size
Drive : C	
Disk Size : 232.88 GB	84%
Free Size : 18.89 GB	
	Free Size
	15%

**System Events**

- 24 Feb 2006 17:59:33:546 > Drive : E
- 24 Feb 2006 17:59:33:546 > Drive Type : Fixed Disk
- 24 Feb 2006 17:59:33:593 > File System : NTFS
- 24 Feb 2006 17:59:33:593 > Volume Label : B00003
- 24 Feb 2006 17:59:33:593 > Disk Serial No : 2220256072
- 24 Feb 2006 17:59:33:609 > Backup No : 00003

Follow Events