

CONTEX® StatsView



**View and monitor
statistics for optimum personnel allocation
with the CONTEX® StatsView**

Review
operational
metrics

Improve
customer
satisfaction

Monitor
personnel
allocation

See across
multiple systems

Productivity and efficiency are key components to maintaining a successful service provider business. How do you manage the resources of multiple systems in worldwide locations while maintaining high levels of customer satisfaction? Compunetix has the answer with the CONTEX StatsView, a simple and easy-to-use dashboard application that displays several key statistics in real time. Operators can check on the number of active conferences for both CONTEX Summit® systems and CONTEX® 240/480s. As this application runs, a snapshot of your system is a quick glance away.

Monitor System Activity

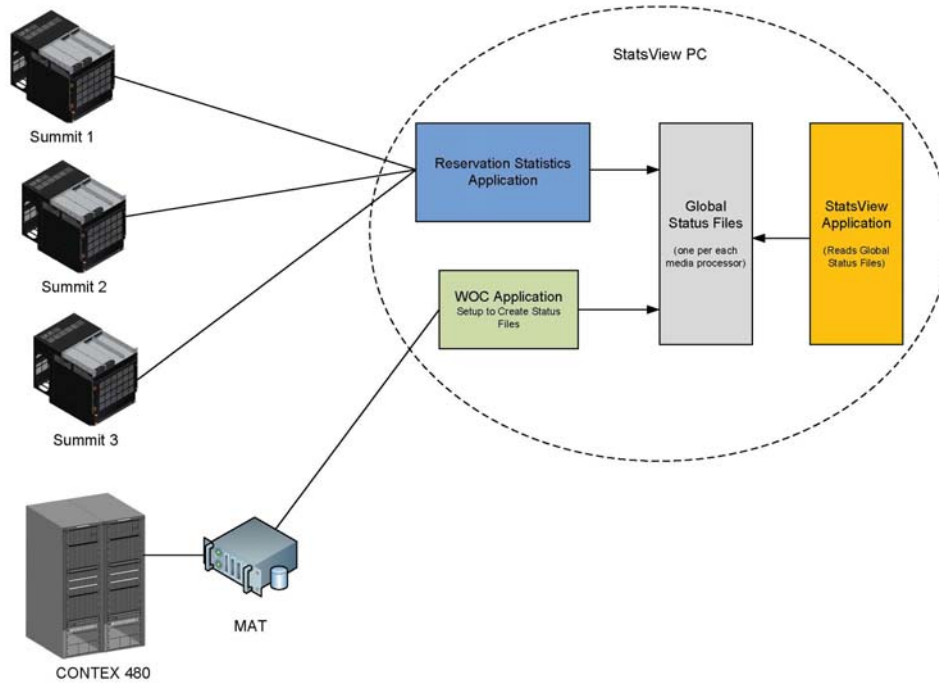
The CONTEX StatsView works with the global status files that are created by the WOC (on CONTEX 240/480s) or the Reservations Statistics Application (on CONTEX Summits) to display data for multiple media processors in one simple window. The information is updated in 10 second intervals and includes:

- **Bridge Name:** Name of the Summit or CONTEX 240/480
- **Last Update:** Time the System Status file was last updated
- **Free:** Number of free/unused ports available for incoming calls
- **In Use:** Number of ports which are in use
- **Incoming:** Number of ports waiting in the incoming answer queue
- **Incoming Threshold:** Number of incoming calls which are waiting to be answered beyond the incoming call threshold (configurable range: 10 - 1000 seconds)
- **Signalling:** Number of ports which have requested operator assistance
- **On Hold:** Number of ports on hold
- **Max Hold Time:** Maximum time a caller has been waiting for Operator assistance.

Bridge Name	Last Update	Free	In Use	Incoming	Incoming > Threshold	Signalling	On Hold	Max Hold Time
CONTEX 240	17:26:14	40	200	26	2	5	1	15 secs
CONTEX 480	17:26:14	15	465	12	5	2	1	10 secs
CONTEX Summit 1	17:26:14	280	1640	19	10	15	3	59 secs
CONTEX Summit 2	17:26:14	89	3751	25	15	21	2	38 secs
CONTEX Summit 3	17:26:14	80	1840	23	7	13	2	19 secs



StatsView Application Architecture Overview



Specifications

Processor Requirements
 Pentium IV 1.4Ghz (minimum)

Disk Drives
 CD-ROM drive

Memory
 256 MB RAM (minimum) - 512 MB RAM (recommended)

Hard Drive
 160 GB hard drive (minimum)

Display
 SVGA video interface (capable of 1024 x 768 resolution)

Minimum Bandwidth Requirements
 500 Kbps

Tolerable Latency Between Application and Media Processor
 Up to 120 ms

The PC used to run the application may be connected to the system through a LAN

Related Products

The CONTEX StatsView is designed to be a basic system snapshot. For a more in-depth centralized reporting resource, Compunetix offers CONTEX Report™ which includes standard and custom reports such as attended statistics, attended and unattended traffic, and all operator statistics by operator name.

Additional Products:

CONTEX Windows Operator Console (WOC™)

CONTEX® Reservation, Scheduling, and Billing System (RSB)