

Soluciones Globales de Seguridad Electrónica

INTRUSION AND VOIP DASHBOARD

User manual



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1. Versions

Version	Date	Author	Description
1.0	30/05/2024	JCA	First version



2. Introduction

Welcome to the Intrusion and VoIP Data Management Dashboard User Guide. This system has been designed to provide a comprehensive and centralized view of data related to various intrusion systems and a Voice over IP (VoIP) system. The main goal of this dashboard is to facilitate the monitoring, analysis, and management of intrusion data and VoIP service quality by providing relevant, real-time information.

Dashboard Objetives

- 1. **Real-Time Monitoring**: Provide real-time visualization of events generated by the intrusion systems.
- 2. Intrusion Data Analysis: Facilitate detailed analysis of intrusion attempts and detected vulnerabilities.
- 3. **VoIP Management**: Monitor VoIP service quality, including performance metrics, call quality, and potential incidents.
- 4. **Data Integration**: Centralize data from different intrusion and VoIP systems to offer a holistic view.

Main Components of the Dashboard

The dashboard consists of several main sections, each dedicated to a specific aspect of monitoring and management:

- **Fully Integrated with Milestone XProtect**: The user interface will feature a new tab allowing you to manage your Dashboard.
- **General Overview**: High-level view of the current network situation, including critical events and overall system status.
- Intrusion System:
 - **Real-time Events**: Visualization of recent events generated by the intrusion systems.
 - **Event History**: Log of past events with filtering and search options.
 - **Trend Analysis**: Charts and reports on patterns and trends.
- VoIP System:
 - **Call Log**: Details of calls made and received, including duration and quality.
 - **Call Handling**: Details on call reception and response, allowing you to identify critical moments and adjust resources more efficiently.
 - **VoIP Incidents**: Notifications of incidents affecting VoIP service quality.
- Configuration and Customization:
 - **System Settings**: Configuration options to adapt the dashboard to the specific needs of the user.
 - **Reports and Exporting**: Generate reports and export data for external analysis.



Clarifying Note

To ensure the proper functioning of the Intrusion and VoIP Data Management Dashboard, it is essential to have the latest version of the corresponding Plugins associated with each specific dashboard. For example, the SPC Intrusion Dashboard requires the most recent version of the SPC plugin.

Be sure to regularly update these Plugins to ensure compatibility and optimal performance of the dashboards. You can check and download the latest versions of the Plugins from the provider's official website or through your system's Plugin management platform.



3. Licenses

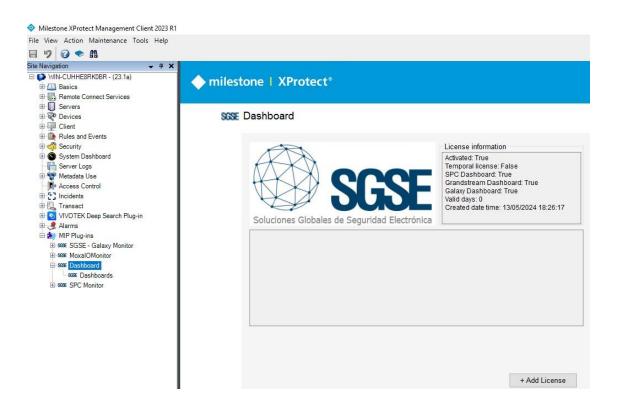
Dashboard Licensing System

The Intrusion and VoIP Data Management Dashboard is a licensed application, which includes a license management environment that allows users to manage and verify the licenses available for the use of the dashboard(s).

To check your licenses, follow these steps:

- 1. Access XProtect Management.
- 2. Navigate to the **MIP Plugins** section.
- 3. Navigate to the **Dashboard** section.

When you click on Dashboard, a dialog box will appear showing detailed information about the available licenses. In this dialog box, you will see the active licenses and any other relevant information about the status of your licenses.



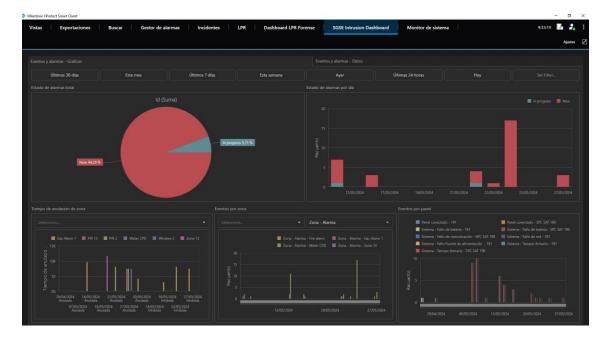


4. SPC and Galaxy y Dashboard

Access to the Dashboard on the SPC or Galaxy panel

- 1. **Software Access**: Open the Milestone XProtect Smart Client software.
- 2. Login: Log in with your credentials. Make sure you have sufficient permissions to work on the mentioned dashboard.
- 3. **Navigation**: Once logged in, you will find different tabs in the interface.
- 4. Access to the Intrusion Dashboard: Click on the SGSE Intrusion Dashboard tab.

Make sure you have the latest version of the corresponding plugin to ensure compatibility and optimal performance of the dashboard. You can check and download the latest plugin versions from the provider's official website or through your system's plugin management platform.



A dashboard like the one shown in the following figure will appear.

Let's detail the different functionalities of our Dashboard.

The Dashboards are divided into two distinct parts: One is the graphical section, and the other is purely the data that builds the graphical environment. These can be quickly distinguished as:

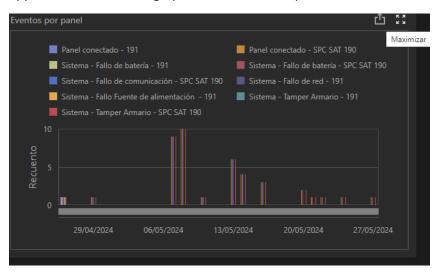
- 1. Events and Alarms Graphs
- 2. Events and Alarms Data



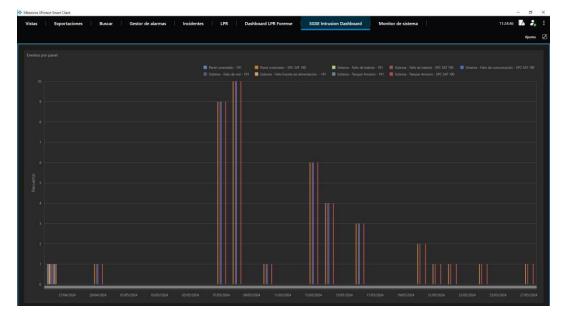


Maximize/Minimize

The Dashboard allows you to Maximize and Minimize the different graphs. To maximize one of the graphs, hover your mouse over the upper-right corner, and you will see the maximize icon appear. Click it, and the graph will fill the entire panel.



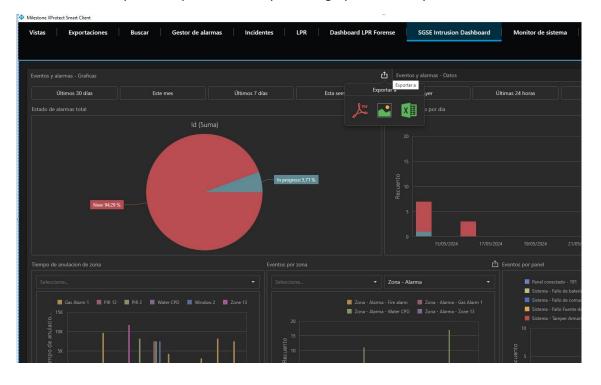
After clicking maximize, the result will look similar to the one shown in the following figure.



Repeat the operation by looking for the minimize icon to return to the initial state.

Export

The Dashboard allows you to export the different graphs or all the displayed ones. To export one of the graphs, hover your mouse over the upper-right corner, and you will see the export icon appear. Click it and then select the option that best suits the action you want to perform.



There are three options: Export to PDF, export to a graph, and finally to an Excel format.

Detailed Informationg and Filtering

The following dialog boxes provide more detailed information and allow efficient filtering. This will enable you to analyze data more precisely and make informed decisions more quickly.

Explore the advanced filtering capabilities and enjoy the detailed analysis that only SGSE, the manufacturer of this solution, can offer. With SGSE, you will gain a clear and detailed view of your security and VoIP system, optimizing its performance and efficiency.

Main Filter: "Time"

The common filter for this Dashboard is time. We have created a very dynamic and simple environment that includes pre-set times for easy execution, as well as a customizable filter.

Últimos 30 días Este mes Últimos 7 días Esta semana Ayer Últimas 24 horas Hoy Seleccionable

Enjoy the flexibility and efficiency that our SGSE solution offers, allowing you to adjust time filters according to your specific needs for detailed and precise analysis.



Ayer				Últimas	Últimas 24 horas				Ноу				Seleccionable			
<		ABRI	L DE	2024		>		<		ΜΑΥ	O DE	2024		>		
	MAR.				SÁB.	DOM.							SÁB.	DOM.		
										1	2	3	4	5		
1	2	3	4	5	6	7		6	7	8	9	10	11	12		
8	9	10	11	12	13	14		13	14	15	16	17	18	19		
15	16	17	18	19	20	21		20	21	22	23	24	25	26		
22	23	24	25	26	27	28		27	28	29	30	31				
29	30															
29/04	4/2024							27/0	5/2024							
													Ар	licar		

Graphs Charts Total Alarm Status

A count of all alarms is performed, and the number of alarms in each managed state (In process, new, managed, etc.) is displayed.

Alarm Status by Day

The following chart provides more specific data segmented by day. The following dialog boxes show more detailed information and also allow filtering

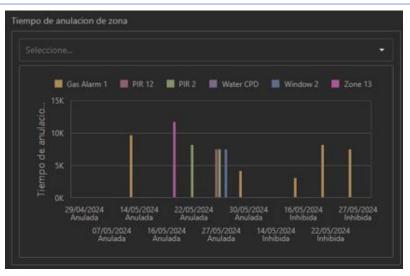
Zone Cancellation Time

Go to the box where "Select" appears, and you can choose any of the zones registered in the SPC Plugin. You can select one, several, or all.



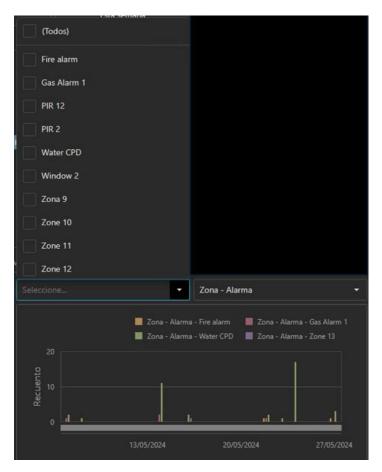
After selection, the graph will display information related to your choice.





Events by zone

The first step you must take is to select the first filter related to the zones available on the panel, which are registered in the Plugin.



Next, proceed with the second filter, where you can select any of the processes that took place in the selected zone(s).



Eventos por z	ona			
Seleccion		•	Zona - Alarma	•
			Zona - Alarma	
		Zona - Alarma Zona - Alarma	Zona - Anulada	
20			Zona - Inhibida	
o ¹⁵			Zona - Reposo	
Recuento			Zone - Abierta	
Bee S				
0	<u>. </u>	<u> </u>	<u> </u>	
		13/05/2024	20/05/2024	27/05/2024

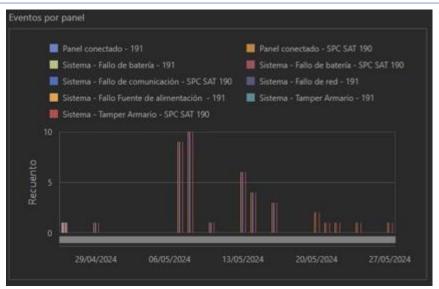
The result is a display of data based on the applied filters.

		<u>.</u>	← Zona - Alarma					
		📕 Zona - Alarm 📕 Zona - Alarm		Alarma - Gas Alarm 1 Alarma - Zone 13				
				1				
euto								
Recuento								
	d i		h ul	<u> </u>				
		13/05/2024	20/05/2024	27/05/2024				



This final box shows the faults detected by the panel.





Events and alarms - Data

Click on the "Events and Alarms - Data" tab, and a new functionality related to the data recorded by the Plugins will be displayed.

Últimos 30 días	Este mes		Últimos 7 días	Esta semana	Ayer		Últimas 24 horas	Hoy	
29/04/2024	2 Nev	2 New Device disconnected Detno 29/12/2023 LPR server not responding		ot responding	WIN-CUHHEBRKOBR	LPR Server Event			
29/04/2024	2 Nev		Device disconnected	Detno	02/01/2024	LPR server n	ot responding	WIN-CUHHE8RK0BR	LPR Server Event
29/04/2024	2 Nev		Device disconnected	Detno	04/01/2024	LPR server n	ot responding	WIN-CUHHEBRKOBR	LPR Server Event
29/04/2024	2 Nev		Device disconnected	Detno	04/01/2024	LPR server n	ot responding	WIN-CUHHE8RK0BR	LPR Server Event
29/04/2024	2 Nev		Device disconnected	Detno	04/01/2024	LPR server n	ot responding	WIN-CUHHEBRKOBR	LPR Server Event
29/04/2024	2 Nev		Device disconnected	Detno	05/01/2024	LPR server n	ot responding	WIN-CUHHE8RK06R	LPR Server Event
29/04/2024	2 Nev		Device disconnected	Detno	05/01/2024	LPR server n	ot responding	WIN-CUHHE8RK0BR	LPR Server Event
29/04/2024	2 Nev		Device disconnected	Detno	05/01/2024	LPR server n	ot responding	WIN-CUHHE8RK0BR	LPR Server Event
26/04/2024 12:31	EXP_001		Batería		27/05/2024 11:38			Panel conectado	
26/04/2024 12:31	EXP_001	XBus -	Fuente de alimentación		27/05/2024 11:38			Sistema - Fallo de baterá	
26/04/2024 12:31	KP_001	XBus -	Tamper		27/05/2024 11:38	27/05/2024 11:38 SPC SAT 190		Sistema - Tamper Arman	
26/04/2024 12:31	SPC SAT 190	Panel o	onectado		24/05/2024 10:14		SPC SAT 190	Panel conectado	
26/04/2024 12:31	SPC SAT 190	Sistem	a - Fallo de batería		24/05/2024 10:14		SPC SAT 190	Sistema - Fallo de baterá	
26/04/2024 12:31	SPC SAT 190	Sistem	a - Fallo de comunicación		24/05/2024 10:14		SPC SAT 190	Sistema - Tamper Armari	
26/04/2024 12:31	SPC SAT 190	Sistem	a - Tamper Armario		22/05/2024 7:26		SPC SAT 190	Panel conectado	
26/04/2024 12:32		Panel o	conectado		22/05/2024 7:26		SPC SAT 190	Sistema - Fallo de baterí	
26/04/2024 12:32		Sistem	a - Fallo de batería		22/05/2024 7:26			Sistema - Tamper Armari	
26/04/2024 12:32		Sistem	a - Fallo de red		21/05/2024 14:20		SPC SAT 190	Panel conectado	
26/04/2024 12:32		Sistem	6/04/2024 12:32 191 Sistema - Fallo Fuente de alimentación				21/05/2024 14:20 SPC SAT 190 Sistema - Fallo de bat		

Maximize/Minimize

The Dashboard allows you to maximize and minimize different graphs. To maximize one of the graphs, place the mouse in the upper right corner, and you will see the maximize symbol appear. Click on it, and the graph will occupy the entire panel.



ilestone XProtect Smart Client						
Vistas Exportaciones	Buscar	Gestor de al	larmas Incidentes L	LPR Dashboard LPR Fo	orense SGSI	E Intrusion Dashboard
Eventos y alarmas - Graficas					Eventos y alarn	nas - Datos
Últimos 30 días	Este	mes	Últimos 7 días	Esta semana	Aye	r Úl
				Ċ :	2 Eventos	
					Maximizar	
29/04/2024		New	Device disconnected	Detno	29/12/2023	LPR server not respondi
29/04/2024		New	Device disconnected	Detno	02/01/2024	LPR server not respondi
29/04/2024		New	Device disconnected	Detno	04/01/2024	LPR server not respond
29/04/2024		New	Device disconnected	Detno	04/01/2024	LPR server not respond
29/04/2024		New	Device disconnected	Detno	04/01/2024	LPR server not respond
29/04/2024		New	Device disconnected	Detno	05/01/2024	LPR server not respondi
29/04/2024 2 New			Device disconnected	Detno	05/01/2024	LPR server not respond
29/04/2024		New	Device disconnected	Detno	05/01/2024	LPR server not respond
20/04/2024				Dataa		I DD conver not recoondi

After clicking maximize, the result will be similar to what is shown in the following figure.

istas I	Exportaciones	Buscar	Gestor de alarmas	Incidentes LPR	Dashboard LPR Forense	SGSE Intrusion Dashboard	Monitor de sistema		11:44:59 🥻 🦂
									Ajustes
									ů.:
									Re
3/04/2024									
1/04/2024									
y04/2024									
/04/2024									
/04/2024									
y04/2024									
y04/2024									
y04/2024									
/04/2024									
/04/2024									
y04/2024									
/04/2024									
y04/2024						Device disconnected		Detno	

Repeat the operation by looking for the minimize symbol to return to the original state.

Export

The Dashboard allows you to export different graphs or the entire set of visualized ones. To export one of the graphs, place the mouse in the upper right corner, and the export symbol will appear. Click it, and then select the option that best suits the task you are performing. There are three options available: Export to PDF, export to a graphic file, or export to Excel format.



stas Exportaciones	Buscar Gestor	de alarmas Incidentes LF	R Dashboard LPR F	orense SG	E Intrusion Dashb	Monitor de s	istema	11:45:45 🚹 🦂
								Ajustes
Últimos 30 días		Últimos 7 días	Esta semana			Últimas 24 horas		
			đ:					
			Exportar a					
29/04/2024	2 New	Device disconnected		023	LPR server not	responding	WIN-CUHHE8RK08R	LPR Server Event
29/04/2024	2 New	Device disconnected	1	N 024		responding	WIN-CUHHEBRKOBR	LPR Server Event
29/04/2024	2 New	Device disconnected		04/01/2024		responding	WIN-CUHHEBRKOBR	
29/04/2024	2 New	Device disconnected	Detno	04/01/2024	LPR server not	responding	WIN-CUHHE8RK08R	LPR Server Event
29/04/2024		Device disconnected	Detno	04/01/2024	LPR server not	responding	WIN-CUHHEBRKOBR	
29/04/2024		Device disconnected				responding	WIN-CUHHE8RK08R	
29/04/2024	2 New	Device disconnected	Detno	05/01/2024	LPR server not	responding	WIN-CUHHE8RK08R	LPR Server Event
29/04/2024	2 Now	Device disconnected	Detno	05/01/2024	LPR server not	responding	WIN-CUHHEBRKOBR	LPR Server Event
				Fecha 27/05/2024 11:34				
26/04/2024 12:31	EXP_001		Sus - Bateria				Panel conectado	
26/04/2024 12:31	EXP_001	XBus - Fuente de alimentación		27/05/2024 11:34		SPC SAT 190	Sistema - Fallo de bater	
26/04/2024 12:31	KP_001	XBus - Tamper		27/05/2024 11:3		SPC SAT 190	Sistema - Tamper Armar	
26/04/2024 12:31		Panel conectado		24/05/2024 10:1		SPC SAT 190	Panel conectado	
26/04/2024 12:31	SPC SAT 190 SPC SAT 190	Sistema - Fallo de batería Sistema - Fallo de comunicación		24/05/2024 10:1-		SPC SAT 190 SPC SAT 190	Sistema - Fallo de bater Sistema - Tamper Armar	
26/04/2024 12:31	SPC SAT 190			24/05/2024 10:1-		SPC SAT 190	Panel conectado	
26/04/2024 12:31	191	Sistema - Tamper Armario Panel conectado		22/05/2024 7:26		SPC SAT 190	Sistema - Fallo de bater	
6/04/2024 12:32		Sistema - Fallo de batería		22/05/2024 7:26		SPC SAT 190	Sistema - Tamper Armai	
26/04/2024 12:32		Sistema - Fallo de red		21/05/2024 14:20		SPC SAT 190	Panel conectado	
26/04/2024 12:32		Sistema - Fallo Fuente de alimentación		21/05/2024 14:20		SPC SAT 190	Sistema - Fallo de bater	

Detailed information and filtering

The following dialog boxes provide more detailed information and allow you to filter efficiently. This will enable you to analyze the data more accurately and make informed decisions more quickly.

Últimos 30 días Este mes Últimos 7 días Esta semana Ayer Últimas 24 horas Hoy

Explore the advanced filtering capabilities and enjoy the detailed analysis that only SGSE, the manufacturer of this solution, can offer. With SGSE, you'll gain a clear and detailed view of your security and VoIP system, optimizing its performance and efficiency.

Main Filter "Time"

The common filter for this Dashboard is time. We have created a dynamic and simple environment that includes pre-set time filters for easy use, as well as a customizable filter.

Últimos 30 días Este mes Últimos 7 días Esta semana Ayer Últimas 24 horas Hoy Seleccionable

Enjoy the flexibility and efficiency that our SGSE solution offers, allowing you to adjust time filters to suit your specific needs for detailed and precise analysis.



A	Ayer			Últimas	: 24 horas	;	Hoy				Seleccionable			
<		ABRI	L DE	2024		>	<		ΜΑΥ	O DE	2024		>	
	MAR.				SÁB.	DOM.		MAR.	MIÉ.			SÁB.	DOM.	
									1	2	3	4	5	
1	2	3	4	5	6	7	6	7	8	9	10	11	12	
8	9	10	11	12	13	14	13	14	15	16	17	18	19	
15	16	17	18	19	20	21	20	21	22	23	24	25	26	
22	23	24	25	26	27	28	27	28	29	30	31			
29	30													
29/0	4/2024						27/0	5/2024						
												Ар	licar	

Data Tables

The different data tables represented include:

- Alarms (Milestone)
- Events (Milestone)
- Intrusion Panel Events
- Events from the Intrusion Panel

Alarm Data

All alarms managed by Milestone during the specified period are displayed. The header fields of the different tables allow you to sort the collected data (ascending, descending, or alphabetically). Remember, you can export this data for customized management.

Alarmas				
29/04/2024	2	New	Device disconnected	Detno
29/04/2024	2	New	Device disconnected	Detno
29/04/2024	2	New	Device disconnected	Detno
29/04/2024	2	New	Device disconnected	Detno
29/04/2024	2	New	Device disconnected	Detno
29/04/2024	2	New	Device disconnected	Detno
29/04/2024	2	New	Device disconnected	Detno
29/04/2024	2	New	Device disconnected	Detno
20/04/2024	2	Nau	Dovice disconnected	Dotao

Event Data

All events managed by Milestone during the specified period are displayed. The header fields of the different tables allow you to sort the collected data (ascending, descending, or alphabetically). Remember, you can export this data for customized management.



Eventos					
29/12/2023	LPR server not responding	WIN-CUHHE8RK0BR	LPR Server Event		
02/01/2024	LPR server not responding	WIN-CUHHE8RK0BR	LPR Server Event		
04/01/2024	LPR server not responding	WIN-CUHHE8RK0BR	LPR Server Event		
04/01/2024	LPR server not responding	WIN-CUHHE8RK0BR	LPR Server Event		
04/01/2024	LPR server not responding	WIN-CUHHE8RK0BR	LPR Server Event		
05/01/2024	LPR server not responding	WIN-CUHHE8RK0BR	LPR Server Event		
05/01/2024	LPR server not responding	WIN-CUHHE8RK0BR	LPR Server Event		
05/01/2024	LPR server not responding	WIN-CUHHE8RK0BR	LPR Server Event		
05/01/2024	LDD conver not responding		LDD Conver Event		

Intrusion Panel Event

All events managed by the Plugin related to the intrusion panel's handling of field elements (zones, areas, Xbus, etc.) during the specified period are displayed. The header fields of the different tables allow you to sort the collected data (ascending, descending, or alphabetically). Remember, you can export this data for customized management.

Eventos SPC		
Fecha		
26/04/2024 12:31	EXP_001	XBus - Batería
26/04/2024 12:31	EXP_001	XBus - Fuente de alimentación
26/04/2024 12:31	KP_001	XBus - Tamper
26/04/2024 12:31	SPC SAT 190	Panel conectado
26/04/2024 12:31	SPC SAT 190	Sistema - Fallo de batería
26/04/2024 12:31	SPC SAT 190	Sistema - Fallo de comunicación
26/04/2024 12:31	SPC SAT 190	Sistema - Tamper Armario
26/04/2024 12:32	191	Panel conectado
26/04/2024 12:32	191	Sistema - Fallo de batería
26/04/2024 12:32	191	Sistema - Fallo de red
26/04/2024 12:32	191	Sistema - Fallo Fuente de alimentación

Events from the panel

All events managed by the Plugin related to the intrusion panel are displayed. It includes only panel events; other elements managed by the panel are displayed in the previous table for the specified period. The header fields of the different tables allow you to sort the collected data (ascending, descending, or alphabetically). Remember, you can export this data for customized management.



Eventos del panel		
27/05/2024 11:38	SPC SAT 190	Panel conectado
27/05/2024 11:38	SPC SAT 190	Sistema - Fallo de batería
27/05/2024 11:38	SPC SAT 190	Sistema - Tamper Armario
24/05/2024 10:14	SPC SAT 190	Panel conectado
24/05/2024 10:14	SPC SAT 190	Sistema - Fallo de batería
24/05/2024 10:14	SPC SAT 190	Sistema - Tamper Armario
22/05/2024 7:26	SPC SAT 190	Panel conectado
22/05/2024 7:26	SPC SAT 190	Sistema - Fallo de batería
22/05/2024 7:26	SPC SAT 190	Sistema - Tamper Armario
21/05/2024 14:20	SPC SAT 190	Panel conectado
21/05/2024 14:20	SPC SAT 190	Sistema - Fallo de batería

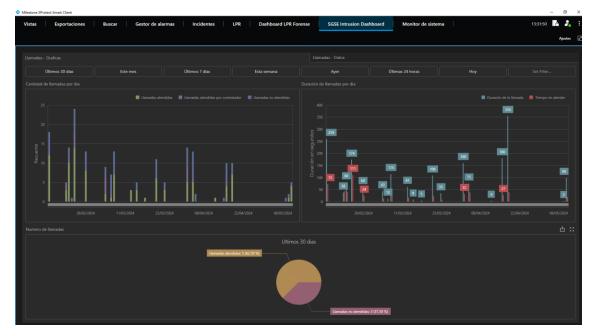


5. Dashboard VoIP

Acces to the VoIP Dashboard

- Access the Software: Open the Milestone XProtect Smart Client software.
- Login: Log in with your credentials and ensure you have sufficient permissions to work on the mentioned dashboard.
- Navigation: Once logged in, you will find different tabs in the interface.
- Access the Intrusion Dashboard: Click on the SGSE Intrusion Dashboard tab.

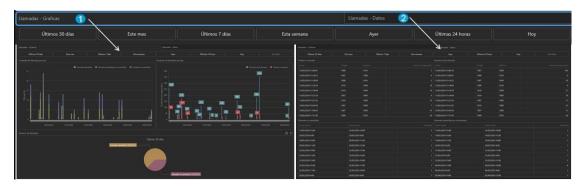
Make sure you have the latest version of the corresponding plugin to ensure compatibility and optimal performance of the dashboard. You can check and download the latest plugin versions from the official provider's website or through your system's plugin management platform.



Dashboard similar to the one shown in the following figure will appear.

The Dashboards are divided into two distinct sections: one is the graphical part, and the other consists purely of the data that builds the graphical environment. These are easily distinguished as:

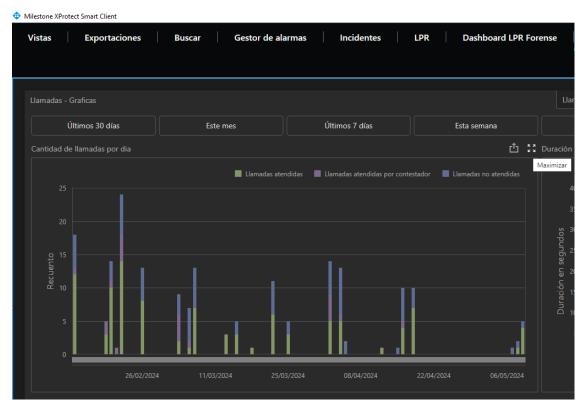
- 1. Calls Graphs
- 2. Calls Data





Maximize/Minimize

The Dashboard allows you to maximize and minimize the different graphs. To maximize a graph, place your mouse in the upper right corner, and you will see the maximize symbol appear. Click on it, and the graph will expand to fill the entire panel.



After clicking maximize, the result will be similar to what is shown in the following figure.

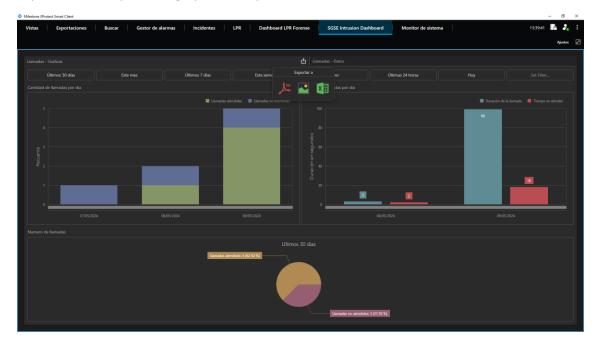




Repeat the operation by looking for the minimize symbol to return to the original state.

Export

The Dashboard also allows you to export different graphs or the entire set of displayed data. To export a graph, place your mouse in the upper right corner, and the export symbol will appear. Click it, and then select the option that best suits your needs. There are three options: Export to PDF, export as a graphic, or export in Excel format.



Detailed Information and Filtering

The following dialog boxes provide more detailed information and allow you to filter efficiently. This will enable you to analyze the data more accurately and make informed decisions more quickly.

Explore the advanced filtering capabilities and enjoy the detailed analysis that only SGSE, the manufacturer of this solution, can offer. With SGSE, you'll gain a clear and detailed view of your security and VoIP system, optimizing its performance and efficiency.

Main Filter "Main"

The common filter for this Dashboard is time. We have created a very dynamic and simple environment that includes easy-to-use preset time options, as well as a customizable filter.

Últimos 30 días Éste mes Últimos 7 días Esta semana Ayer Últimas 24 horas Hoy Seleccionable

Enjoy the flexibility and efficiency that our SGSE solution offers, allowing you to adjust the time filters according to your specific needs for detailed and precise analysis.



4	yer		Últimas 24 horas			Hoy				Seleccionable			
<		ABRI	L DE	2024		>	<		ΜΑΥ	O DE	2024		>
	MAR.				SÁB.	DOM.		MAR.	MIÉ.			SÁB.	DOM.
									1	2	3	4	5
1	2	3	4	5	6	7	6	7	8	9	10	11	12
8	9	10	11	12	13	14	13	14	15	16	17	18	19
15	16	17	18	19	20	21	20	21	22	23	24	25	26
22	23	24	25	26	27	28	27	28	29	30	31		
29	30												
29/0	4/2024						27/0	5/2024					
												Ар	licar

Calls - Graphs

Number of calls per day

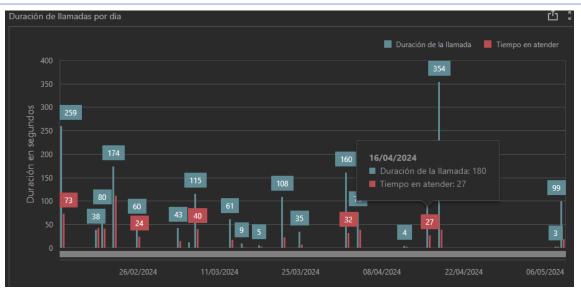
By hovering over the selected day, a window will appear showing the data obtained, allowing for an accurate understanding of the calls managed during the selected period.

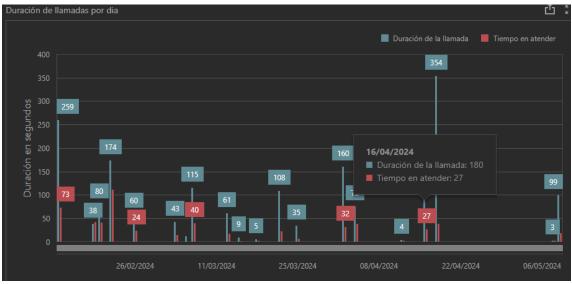
Llamadas - Graficas			
Últimos 30 días	Este mes	Últimos 7 días	Esta semana
Cantidad de llamadas por dia			<u>ٹ</u> ٹ
22/02/2024 Llamadas atendidas: 14 Llamadas atendidas por cont Llamadas no atendidas: 6 0 15 10 5 0			
26/02/2024	4 11/03/2024 25/	03/2024 08/04/2024	22/04/2024 06/05/2024

Call duration per day

The details of call duration and the time taken to answer them are displayed. For clearer visualization, hover your mouse over the desired day, and a dialog box will appear with more detailed information.

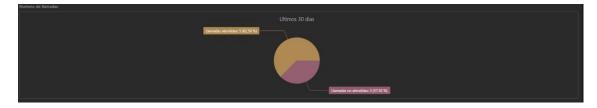






Number of calls

This section provides a count of the calls answered and missed during the selected period.



Calls – Data

Click on the "Calls – Data" tab, and a new feature related to the data recorded by the Plugins will be displayed.



Últimos 30 días	Este mes	Últimos 7 días	Esta semana	Ayer	Últimas	24 horas	Ноу	
13/02/2024 15:08:41	1008	1010		13/02/2024 15:06:14	1007	1008		136
13/02/2024 15:14:22	1007	1008		13/02/2024 15:08:41	1008			
13/02/2024 15:18:09	1008			13/02/2024 15:14:22	1007	1008		10
13/02/2024 15:19:19	1010	1008		13/02/2024 15:18:09	1008			
13/02/2024 15:19:49		1008		13/02/2024 15:19:19		1008		
13/02/2024 15:21:29		1008		13/02/2024 15:19:49		1008		18
13/02/2024 15:21:56		1008		13/02/2024 15:21:29	1007	1008		
19/02/2024 16:45:58	1007	1008		13/02/2024 15:21:56	1010	1008		53
19/02/2024 17:06:45				19/02/2024 16:45:58				
13/02/2024 15:00	13/02/2024 1	6:00		13/02/2024 15:00		13/02/2024 16:00		
20/02/2024 8:00	20/02/2024 9	H00		19/02/2024 16:00		19/02/2024 17:00		
20/02/2024 10:00	20/02/2024 1	1:00		19/02/2024 17:00		19/02/2024 18:00		
20/02/2024 11:00	20/02/2024 1	2.00		20/02/2024 8:00		20/02/2024 9:00		
22/02/2024 10:00	22/02/2024 1			21/02/2024 16:00		21/02/2024 17:00		
22/02/2024 13:00	22/02/2024 1	4:00		22/02/2024 8:00		22/02/2024 9:00		
22/02/2024 15:00	22/02/2024 1	600		22/02/2024 10:00		22/02/2024 11:00		
22/02/2024 16:00	22/02/2024 1	7:00		04/03/2024 13:00		04/03/2024 14:00		
		8:00		06/03/2024 8:00		06/03/2024 9:00		

Maximize/Minimize

The Dashboard allows you to maximize and minimize different graphs. To maximize a graph, place your mouse in the upper right corner, and the maximize symbol will appear. Click it, and the graph will expand to fill the entire panel.

lamadas - Graficas					
Últimos 30 días	Este mes		Últimos 7 días		Esta semana
Tiempo en atender					🗂 🕻 🕽 Durad
					Duración (segundos) Maximiz
13/02/2024 15:08:41	1008	1010)		3 13/0
13/02/2024 15:14:22	1007	1008	3		8 13/0
13/02/2024 15:18:09	1008	1010)		2 13/0
13/02/2024 15:19:19	1010	1008	3		18 13/0
13/02/2024 15:19:49	1010	1008	3		14 13/0
13/02/2024 15:21:29	1007	1008	3		9 13/0
13/02/2024 15:21:56	1010	1008	3		19 13/0
19/02/2024 16:45:58	1007	1008	3		7 13/0
19/02/2024 17:06:45	1007	1008	3		16 19/0

After clicking maximize, the result will be similar to what is shown in the following figure.



Vistas Exportaciones Buscar Ge	stor de alarmas Incidentes LPR	Dashboard LPR Forense SGSE Intru	sion Dashboard Monitor de sistema	14:04:54 🌇 🦂
				Ajustes 🔓
13:53:05 XPiotect Smart Client no tiene un rendimiento óptimo porque está util	zando la Conexión a Escritorio Remoto. Para mejorar el rendimiento, reinicie X	Protect Smart Client en su ordenador local.		×
13/02/2024 15:08:41	1008			
13/02/2024 15:14:22		1008		
13/02/2024 15:18:09				
13/02/2024 15:19:19		1008		
13/02/2024 15:19:49		1008		14
13/02/2024 15:21:29		1008		
13/02/2024 15:21:56		1008		
19/02/2024 16:45:58		1008		
19/02/2024 17:06:45		1008		
19/02/2024 17:11:30	1008			
19/02/2024 17:11:55	1008			
20/02/2024 8:31:37	1008			
20/02/2024 8:31:41	1008			
20/02/2024 8:31:51				
20/02/2024 10:35:39	1008			
20/02/2024 10:41:58	1008	1002		
20/02/2024 10:43:18	1008			
20/02/2024 10:43:29	1008			
20/02/2024 11:35:35		1008		
20/02/2024 11:37:36	1008			
20/02/2024 11:38:11	1008			
20/02/2024 11:44:38				

Repeat the process by finding the minimize symbol to return to the original view.

Export

The Dashboard also provides the option to export individual graphs or the entire set of displayed graphs. To export a graph, place your mouse in the upper right corner, and the export symbol will appear. Click on it, and then select the option that best fits your needs. There are three export options: Export to PDF, export as a graphic file, or export in Excel format.

353:05 XProtect Smart Client no tiene un re	ndimiento ôptimo porque está utilizando	la Conexión a Escritorio Remoto. Para mejorar el rend	limiento, reinicle XProtect Smart Client en su orden	ador local			
Últimos 30 días		Últimos 7 días	Esta semana	Ayer	Últimas 24 horas		
			<u>ம்</u> :	Curacion de la llamada			
			Exportar a				
3/02/2024 15:08:41	1008			024 15:06:14	1007	1008	
3/02/2024 15:14:22		1008	🔎 🌂	024 15:08:41			
3/02/2024 15:18:09	1008			2 13/02/2024 15:14:22		1008	
3/02/2024 15:19:19		1008		8 13/02/2024 15:18:09	1008		
3/02/2024 15:19:49		1008		4 13/02/2024 15:19:19		1008	
3/02/2024 15:21:29	1007	1008		9 13/02/2024 15:19:49		1008	
3/02/2024 15:21:56		1008		9 13/02/2024 15:21:29		1008	
9/02/2024 16:45:58		1008		7 13/02/2024 15:21:56	1010	1008	
9/02/2024 17:06:45		1008		6 19/02/2024 16:45:58	1007	1008	
3/02/2024 15:00	13/02/2024			5 13/02/2024 15:00	13/02/20		
0/02/2024 8:00	20/02/2024			1 19/02/2024 16:00	19/02/20		
0/02/2024 10:00	20/02/2024			1 19/02/2024 17:00	19/02/20	24 18:00	
0/02/2024 11:00	20/02/2024			1 20/02/2024 8:00	20/02/20		
2/02/2024 10:00	22/02/2024			2 21/02/2024 16:00	21/02/20		
2/02/2024 13:00	22/02/2024			1 22/02/2024 8:00	22/02/20		
2/02/2024 15:00	22/02/2024			1 22/02/2024 10:00	22/02/20		
2/02/2024 16:00	22/02/2024			1 04/03/2024 13:00	04/03/20	24 14:00	



Detailed Information and Filtering

The following dialog boxes provide more detailed information and allow for efficient filtering. This enables more precise data analysis and helps you make informed decisions more quickly.

Últimos 30 días Este mes Últimos 7 días Esta semana Ayer Últimas 24 horas Hoy

Explore the advanced filtering capabilities and enjoy the detailed analysis that only SGSE, the manufacturer of this solution, can offer. With SGSE, you'll gain a clear and detailed view of your security and VoIP system, optimizing its performance and efficiency.

Main Filter "Time"

The common filter for this Dashboard is time. We have created a dynamic and simple environment that includes easily executable preset times as well as a customizable filter.

Últimos 30 días Este mes Últimos 7 días Esta semana Ayer Últimas 24 horas Hoy Seleccionable

Enjoy the flexibility and efficiency that our SGSE solution offers, allowing you to adjust time filters according to your specific needs for detailed and precise analysis.

A	lyer			Últimas	24 horas			Hoy			Sel	eccion	able	
<		ABRI	LDE	2024		>	<		MAY	O DE	2024		>	
LUN.	MAR.	MIÉ.			SÁB.	DOM.		MAR.	MIÉ.			SÁB.	DOM.	
25									1	2	3	4	5	
1	2	3	4	5	6	7	6	7	8	9	10	11	12	
8	9	10	11	12	13	14	13	14	15	16	17	18	19	
15	16	17	18	19	20	21	20	21	22	23	24	25	26	
22	23	24	25	26	27	28	27	28	29	30	31			
29	30													
29/04	4/2024						27/0	5/2024						
												Ар	licar	

Data Table

Time to Answer

This refers to the time interval from when a call enters the system (e.g., a phone switchboard or customer service center) until it is answered by an operator.

It is a key indicator of customer service efficiency. A short wait time generally indicates a good service level and prompt customer attention. You can hover over any of the data fields to sort the values from highest to lowest.



Tiempo en atender								
13/02/2024 15:08:41	1008	1010	3					
13/02/2024 15:14:22	1007	1008	8					
13/02/2024 15:18:09	1008	1010	2					
13/02/2024 15:19:19	1010	1008	18					
13/02/2024 15:19:49	1010	1008	14					
13/02/2024 15:21:29	1007	1008	9					
13/02/2024 15:21:56	1010	1008	19					
19/02/2024 16:45:58	1007	1008						
19/02/2024 17:06:45	1007	1008	16					

Call Duration

This refers to the total duration of a phone call, from the moment the operator answers to when the call ends.

This data is useful for analyzing operator productivity and the complexity of the inquiries or issues they handle. It also helps in planning resources and work schedules. You can hover over any of the data fields to sort the values from highest to lowest.

Duracion de la llamada		uracion de la llamada								
Fecha 🚺										
13/02/2024 15:06:14	1007	1008	136							
13/02/2024 15:08:41	1008	1010	6							
13/02/2024 15:14:22	1007	1008	10							
13/02/2024 15:18:09	1008	1010	4							
13/02/2024 15:19:19	1010	1008	21							
13/02/2024 15:19:49	1010	1008	18							
13/02/2024 15:21:29	1007	1008	11							
13/02/2024 15:21:56	1010	1008	53							
19/02/2024 16:45:58	1007	1008	12							

Unanswered Calls

These are calls that enter the system but are not answered by an operator. This can include calls that are abandoned before being answered, missed calls, or those not responded to within a reasonable time.

A high number of unanswered calls may indicate problems with the center's responsiveness, which could lead to customer dissatisfaction and potential loss of business. You can hover over any of the data fields to sort the values from highest to lowest.



Llamadas no atendidas		
13/02/2024 15:00	13/02/2024 16:00	5
20/02/2024 8:00	20/02/2024 9:00	1
20/02/2024 10:00	20/02/2024 11:00	1
20/02/2024 11:00	20/02/2024 12:00	1
22/02/2024 10:00	22/02/2024 11:00	2
22/02/2024 13:00	22/02/2024 14:00	
22/02/2024 15:00	22/02/2024 16:00	1
22/02/2024 16:00	22/02/2024 17:00	1
22/02/2024 17:00	22/02/2024 18:00	1

Calls Answered by Voicemail

This refers to calls that are not answered by a human operator but are instead handled by an automated voicemail system. This can include interactive voice response (IVR) systems that provide information or redirect calls, or simply a voicemail box where the customer can leave a message.

This indicator is crucial for understanding how many interactions are being managed automatically instead of by live personnel. Proper use of automated answering systems can improve efficiency, but overuse may lead to customer frustration if they cannot resolve their issue quickly. You can hover over any of the data fields to sort the values from highest to lowest.

Llamadas atendidas por contestador		
13/02/2024 15:00	13/02/2024 16:00	1
19/02/2024 16:00	19/02/2024 17:00	1
19/02/2024 17:00	19/02/2024 18:00	1
20/02/2024 8:00	20/02/2024 9:00	1
21/02/2024 16:00	21/02/2024 17:00	1
22/02/2024 8:00	22/02/2024 9:00	1
22/02/2024 10:00	22/02/2024 11:00	
04/03/2024 13:00	04/03/2024 14:00	4
06/03/2024 8:00	06/03/2024 9:00	1

These points are essential for evaluating and improving the performance and efficiency of a telephone support system.



i. Conclusion

These Dashboards are a powerful tool for managing intrusion data and the quality of VoIP service that your company can offer. With its intuitive interface and advanced analysis and monitoring capabilities, users can stay informed and prepared to respond to any incident effectively. Explore this guide to learn more about how to use all the functionalities this system offers.



ii. Troubleshooting

Integrated Systems

If your dashboard does not display anything, refresh the screen. Confirm that enough time has passed for the system to gather sufficient data to display information.

Other issues:

- There is no data from the panels and/or PBX Central.
- The Dashboard tab does not appear. Contact your administrator, as you may not have the necessary permissions.
- The Dashboard appears with no data.
 - The dashboard appears empty, with no values or graphs. Reload the page.
- When selecting the Dashboard, the message "Oops... cannot access this page" appears. Contact your administrator.

More information

For more information, visit the plugin's online information or contact SGSE at info@sgse.eu.