SGSE

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
1.1	07/03/2025	DPC	Second version. Added Aritech, Paradox, Aeos and Tecnoalarm panels

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

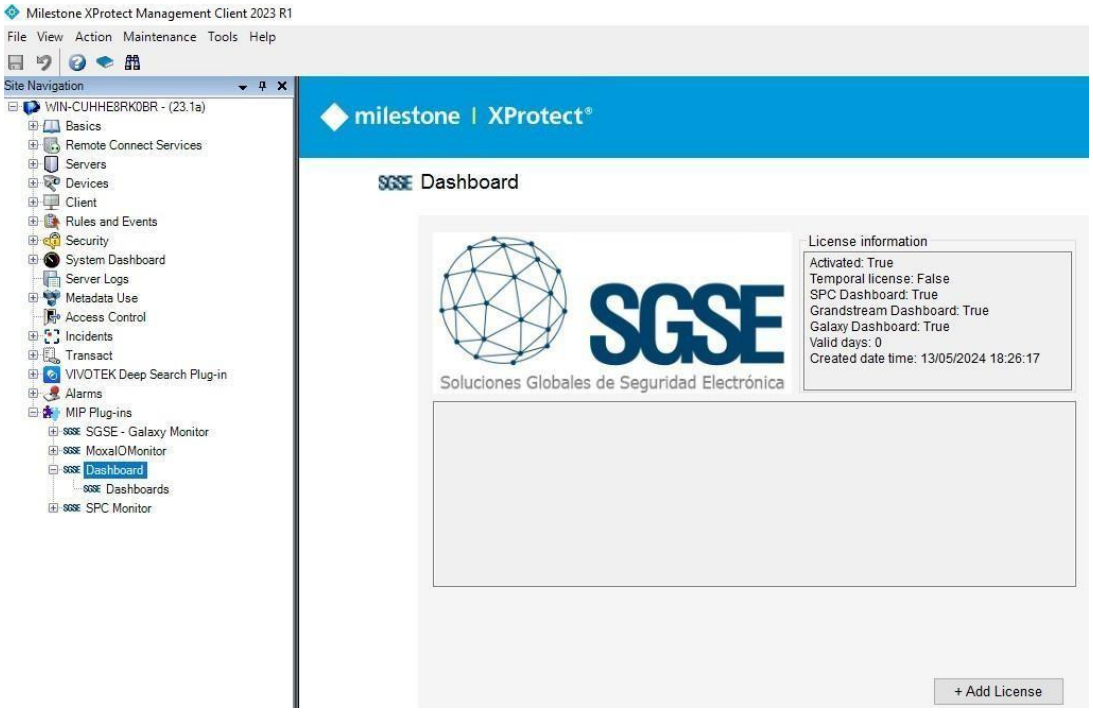
Dashboard Licensing System

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.



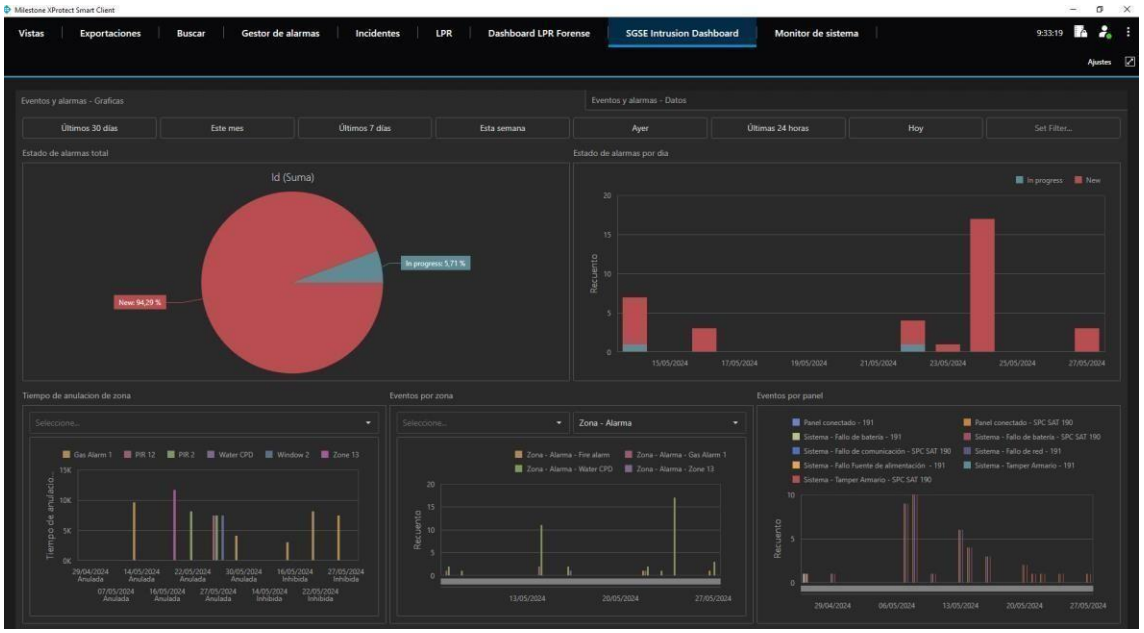
4. SPC and Galaxy y Dashboard

Access to the Dashboard

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.

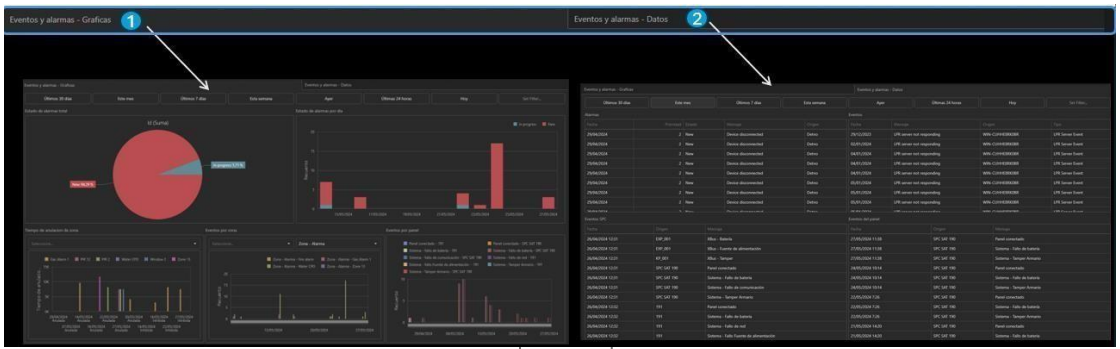
Make sure you have the latest version of the corresponding plugin to ensure compatibility and optimal performance of the dashboard. You can check and download the latest plugin versions from the provider's official website or through your system's plugin management platform.

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



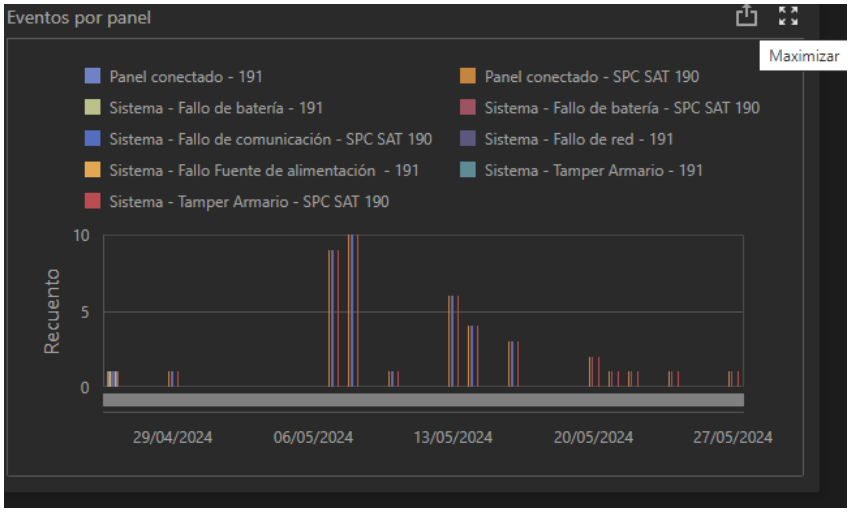
Let's detail the different functionalities of our Dashboard.
The Dashboards are divided into two distinct parts: One is the graphical section, and the other is purely the data that builds the graphical environment. These can be quickly distinguished as:

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.



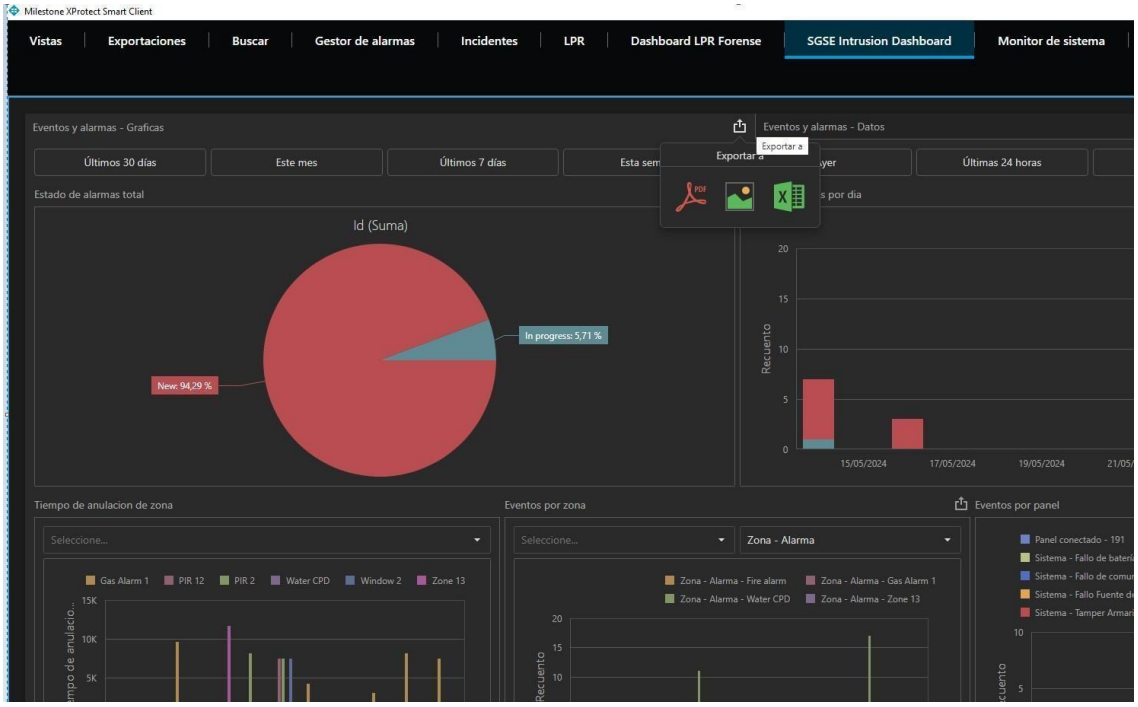
After clicking maximize, the result will look similar to the one shown in the following figure.

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

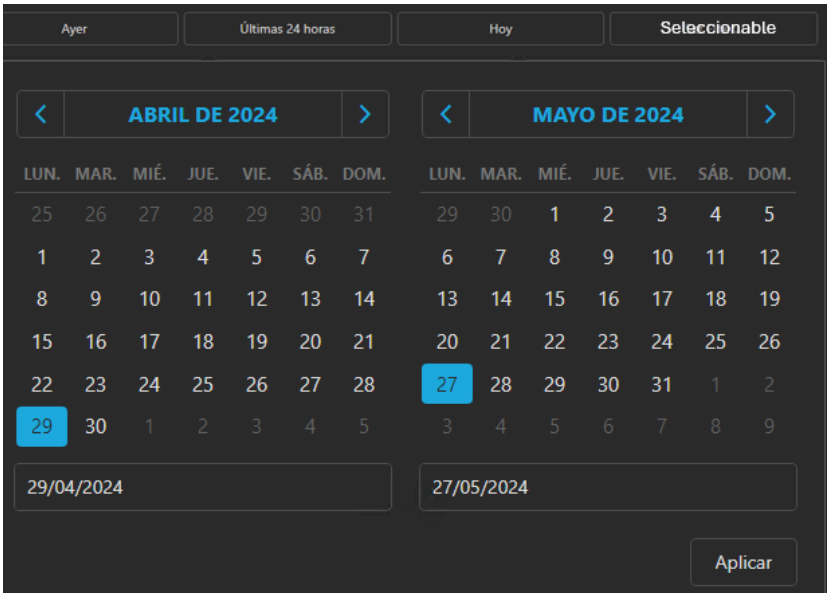
The following dialog boxes provide more detailed information and allow efficient filtering. This will enable you to analyze data more precisely and make informed decisions more quickly.

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.

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.



Graphs Charts

Total Alarm Status

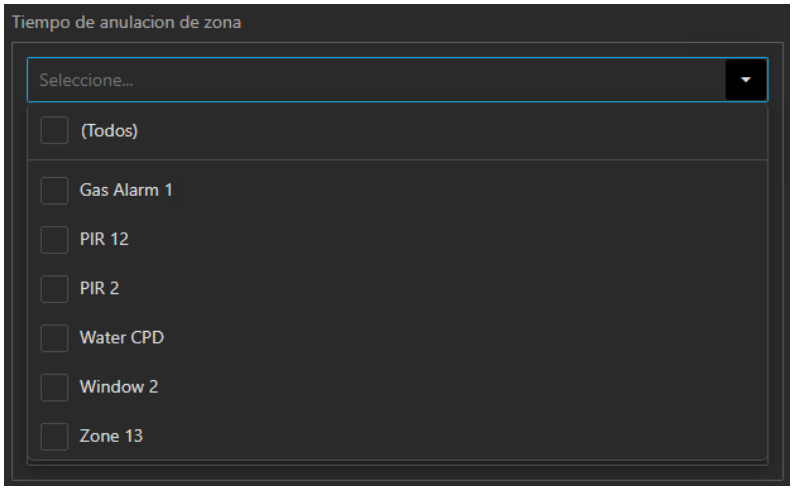
A count of all alarms is performed, and the number of alarms in each managed state (In process, new, managed, etc.) is displayed.

Alarm Status by Day

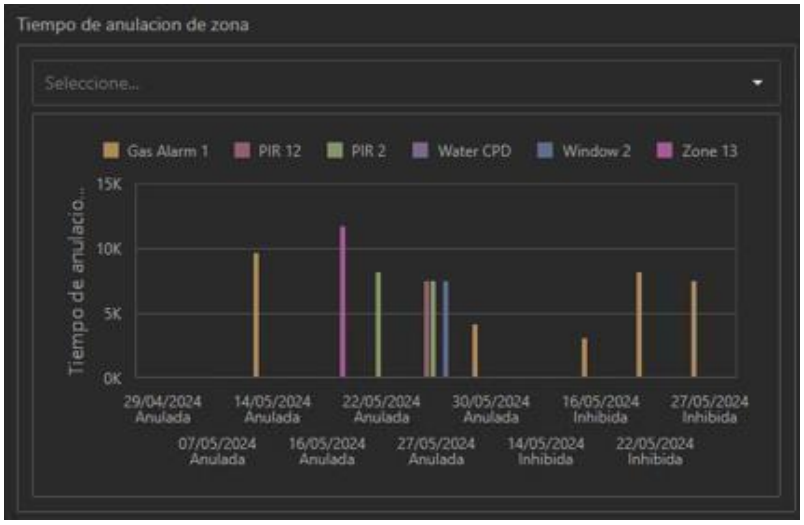
The following chart provides more specific data segmented by day. The following dialog boxes show more detailed information and also allow filtering

Zone Cancellation Time

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

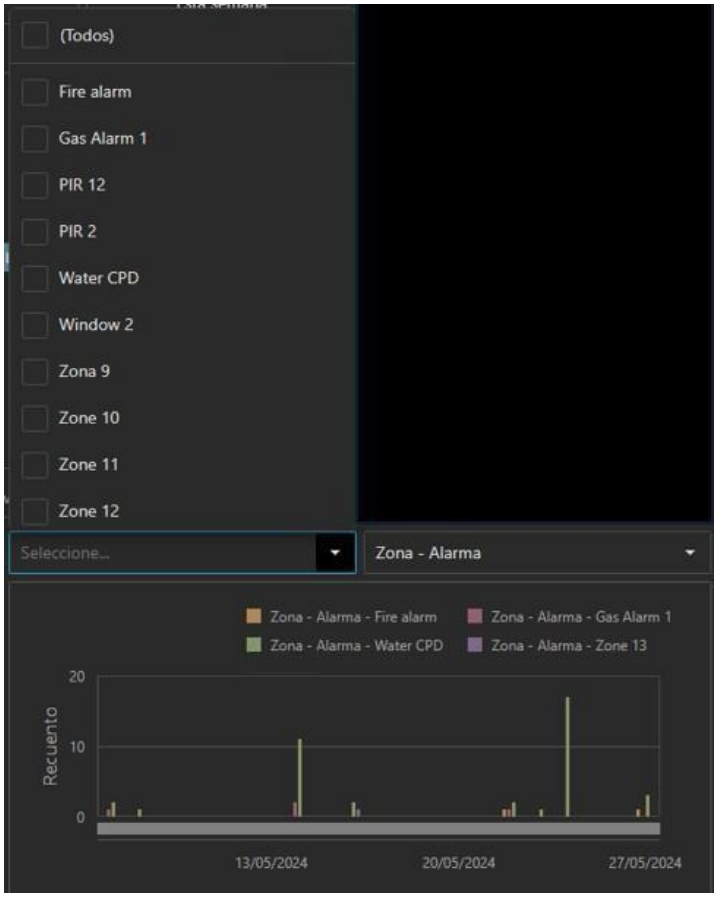


After selection, the graph will display information related to your choice.

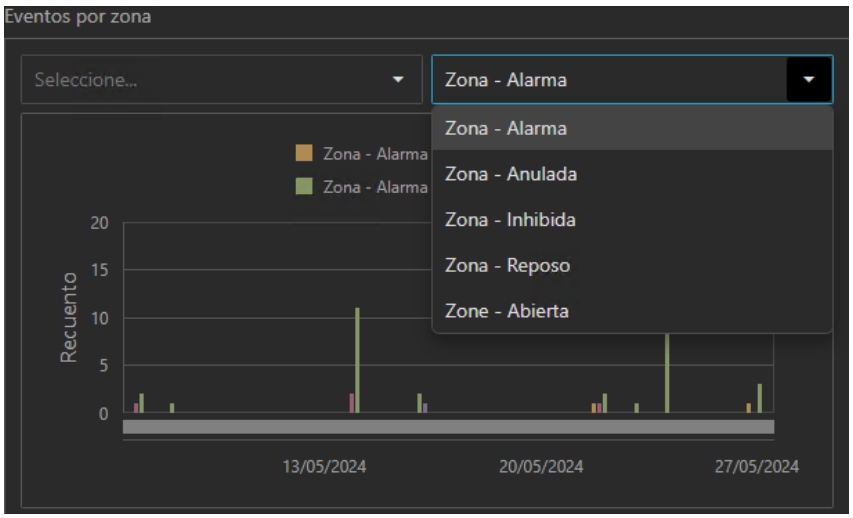


Events by zone

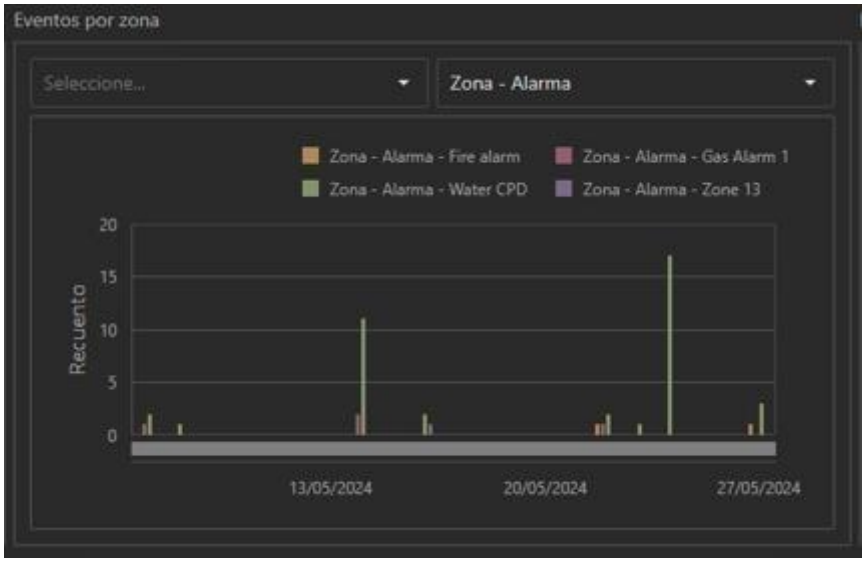
The first step you must take is to select the first filter related to the zones available on the panel, which are registered in the Plugin.



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

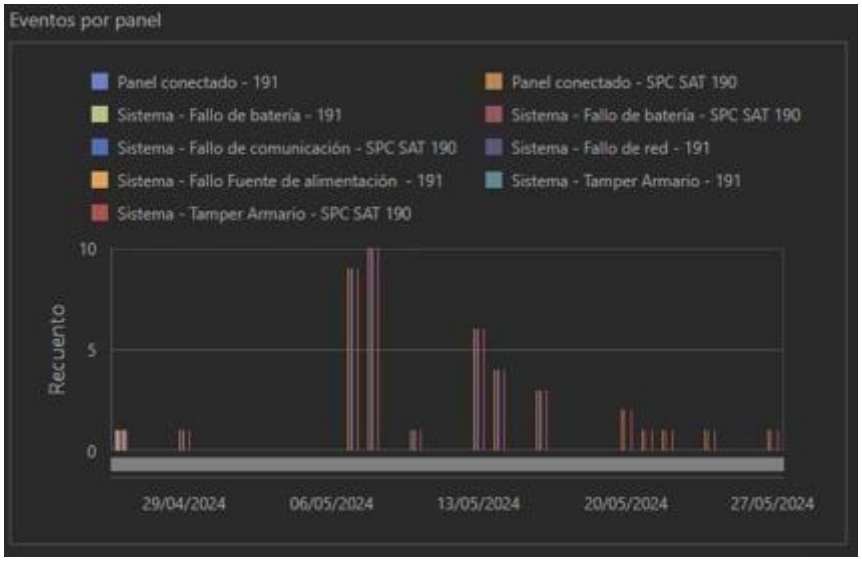


The result is a display of data based on the applied filters.



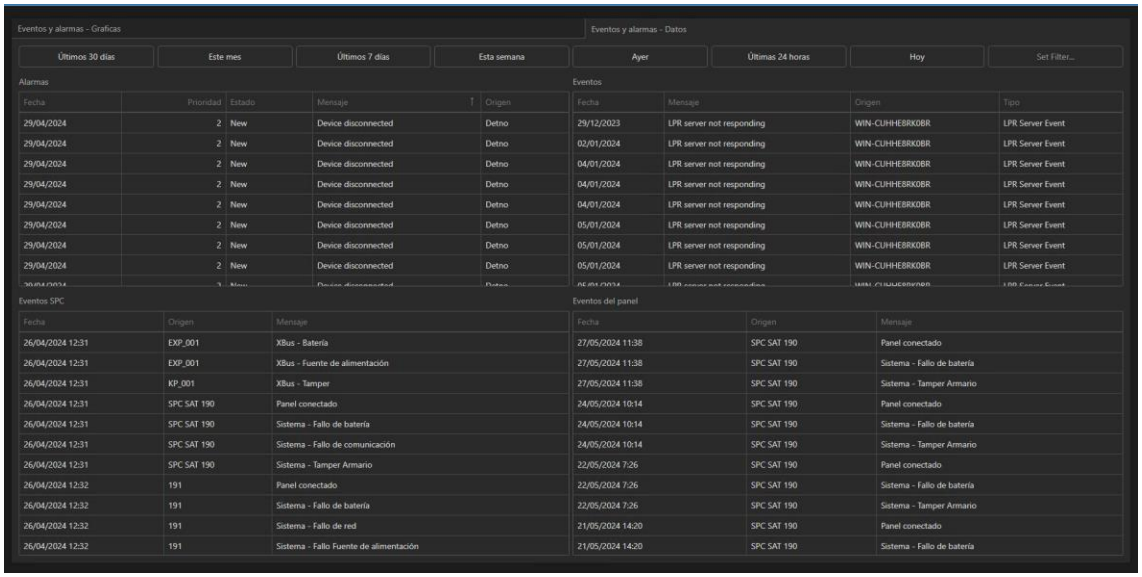
Events by panel

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.



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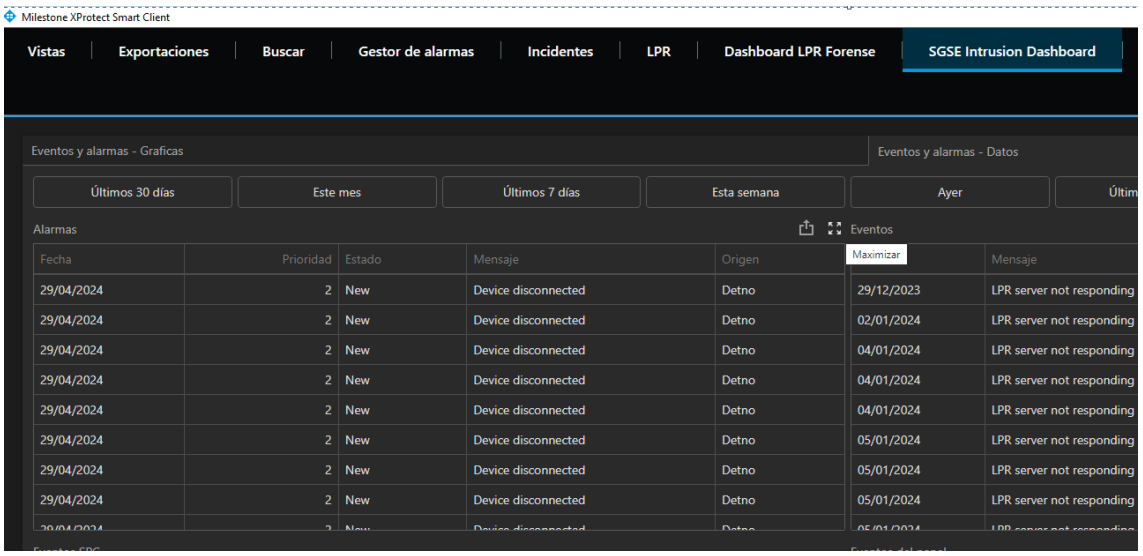

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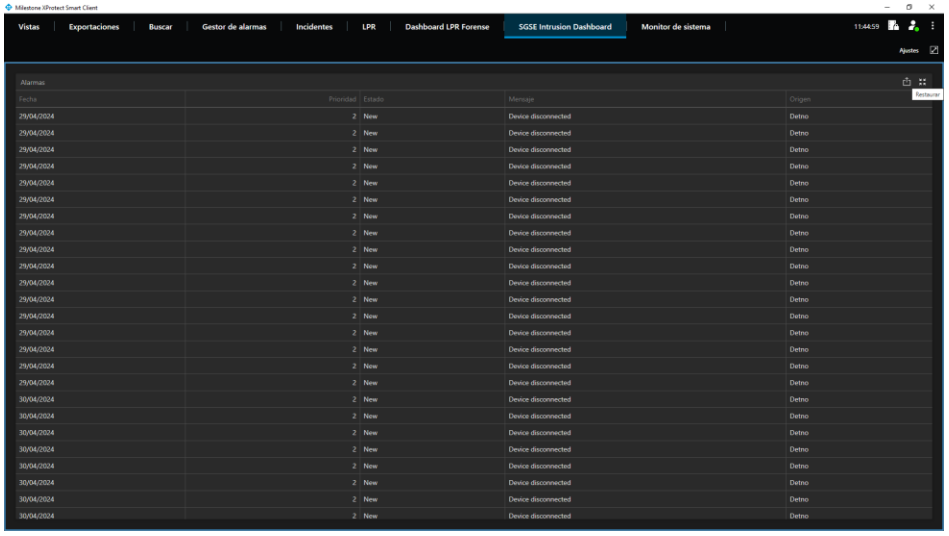

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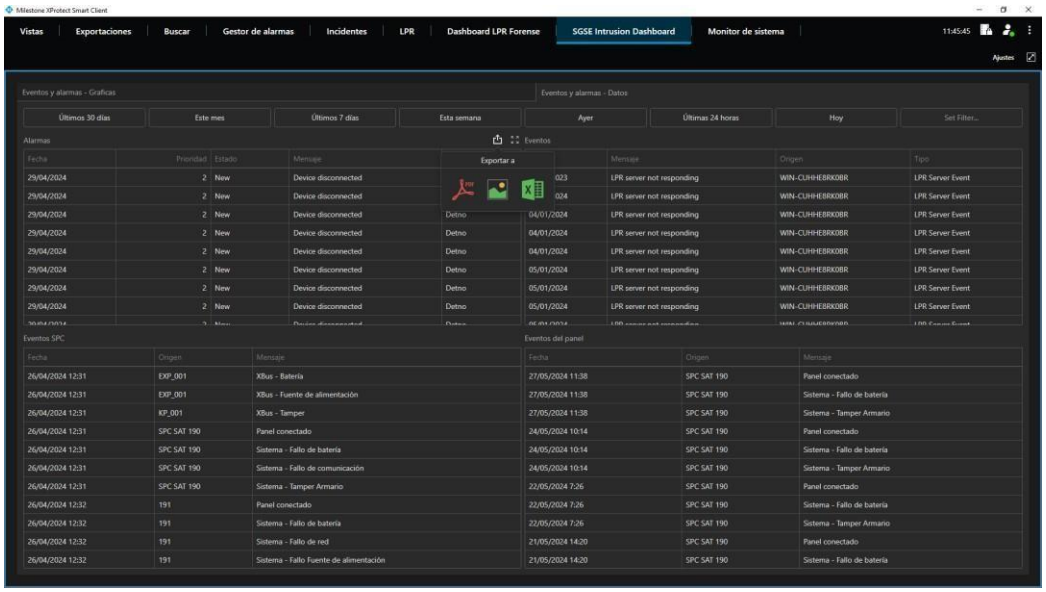

Detailed information and filtering

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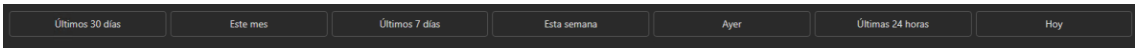

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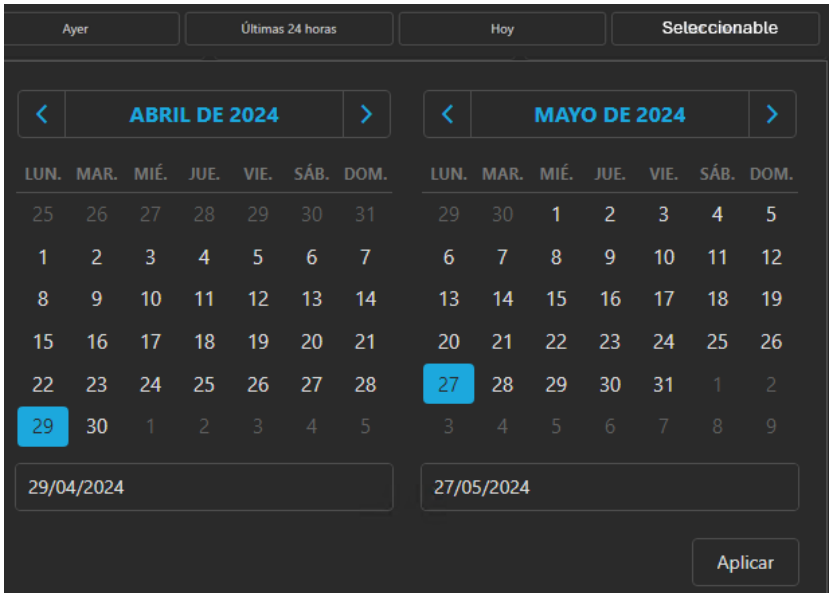


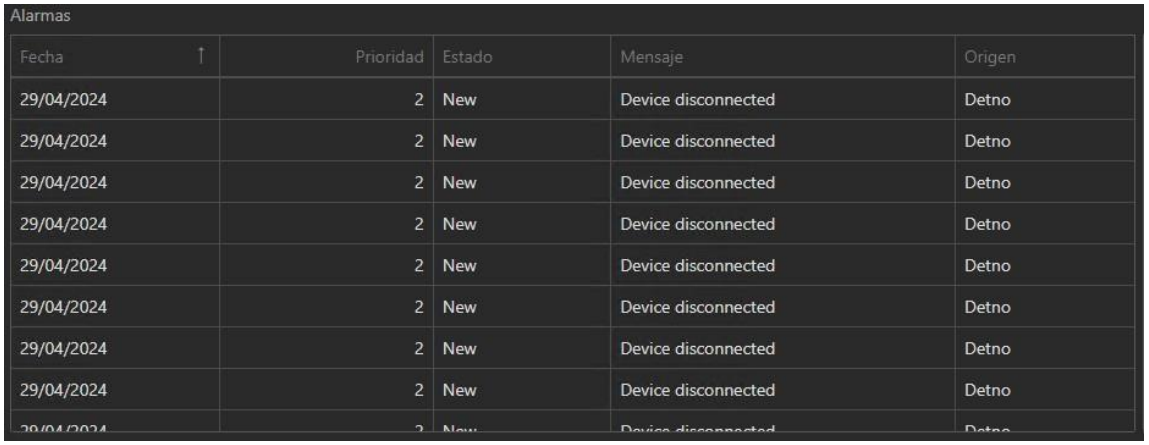
Data Tables

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.



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

Fecha	Mensaje	Origen	Tipo
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	LPR server not responding	WIN-CUHHE8RK0BR	LPR Server 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	Origen	Mensaje
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

Fecha	Origen	Mensaje
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

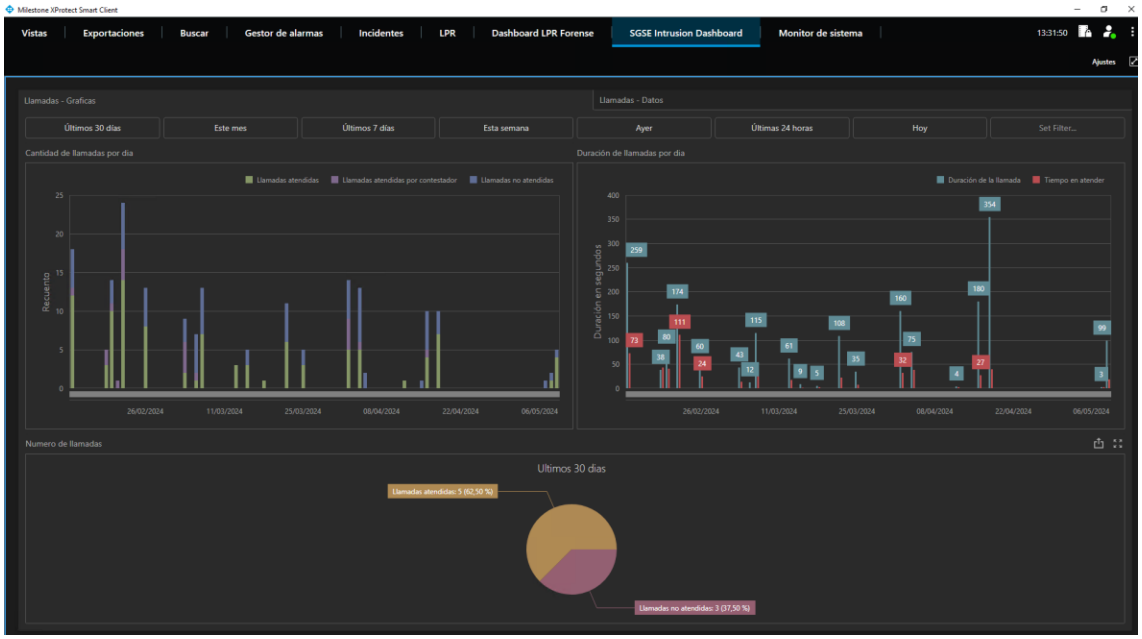
5. Dashboard VoIP

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.

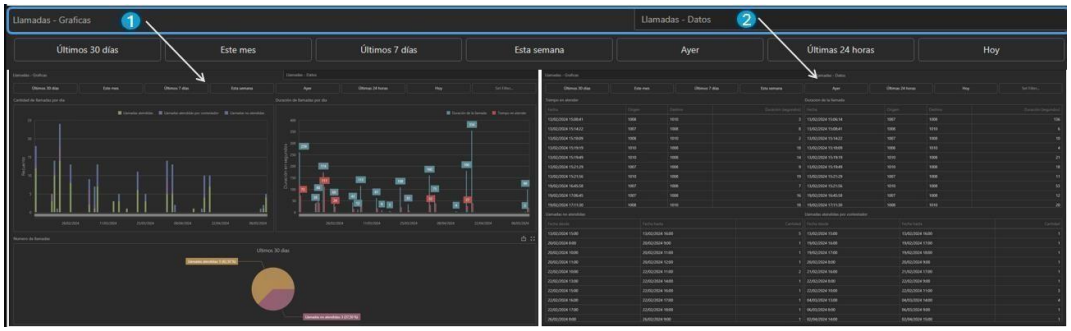
Make sure you have the latest version of the corresponding plugin to ensure compatibility and optimal performance of the dashboard. You can check and download the latest plugin versions from the official provider's website or through your system's plugin management platform.

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

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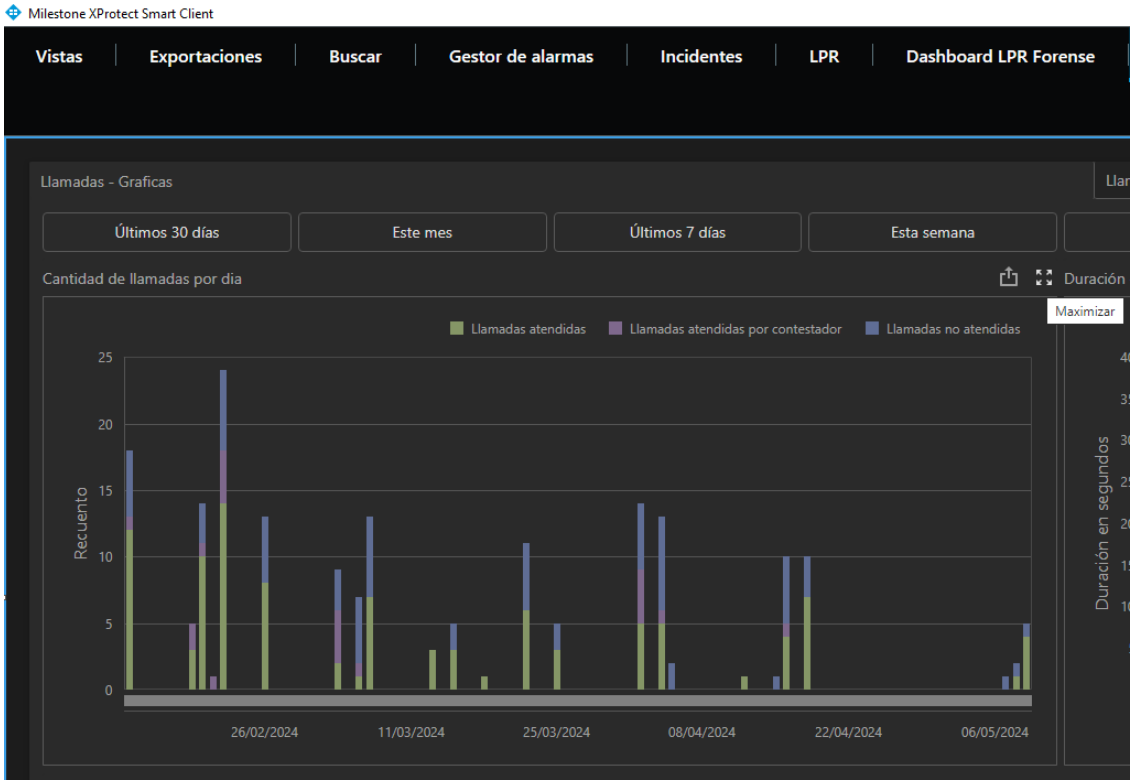

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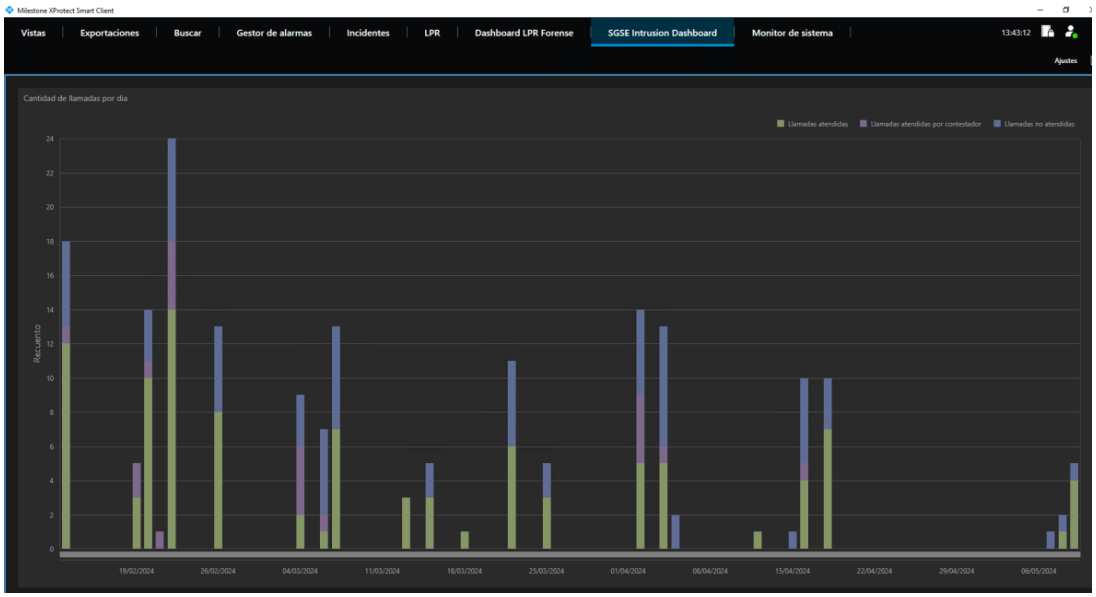
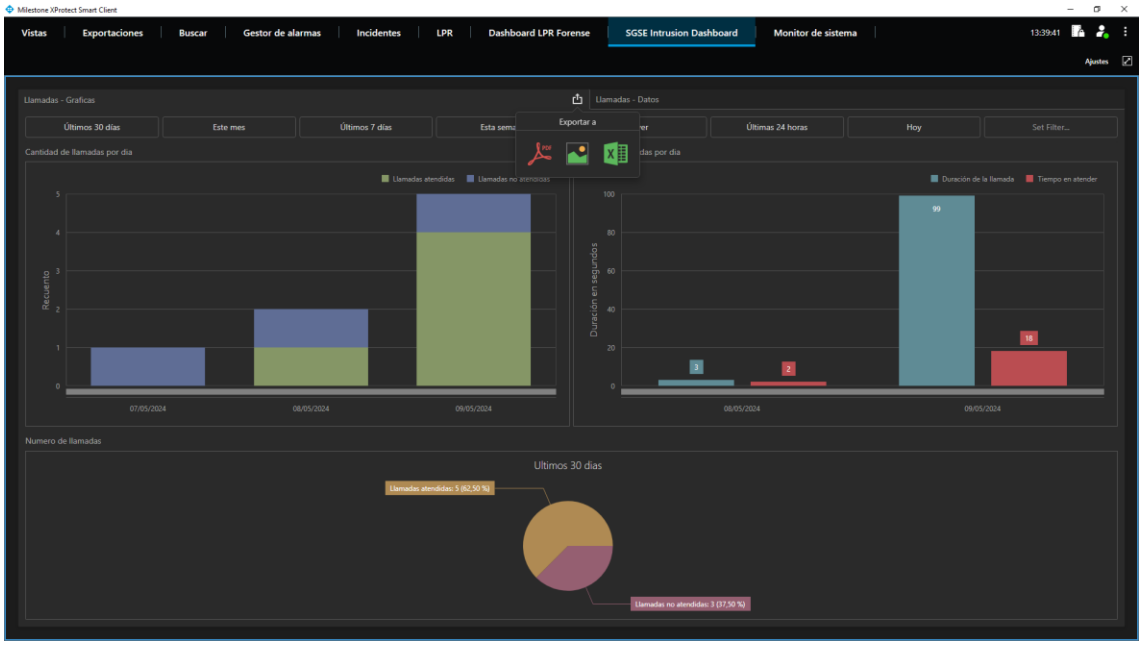


Repeat the operation by looking for the minimize symbol to return to the original state.

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.

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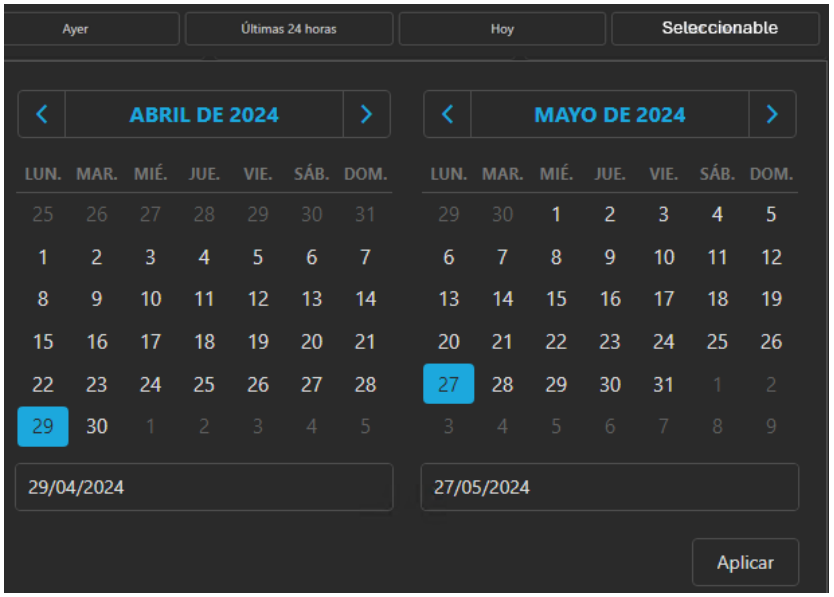
Main Filter "Main"

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.

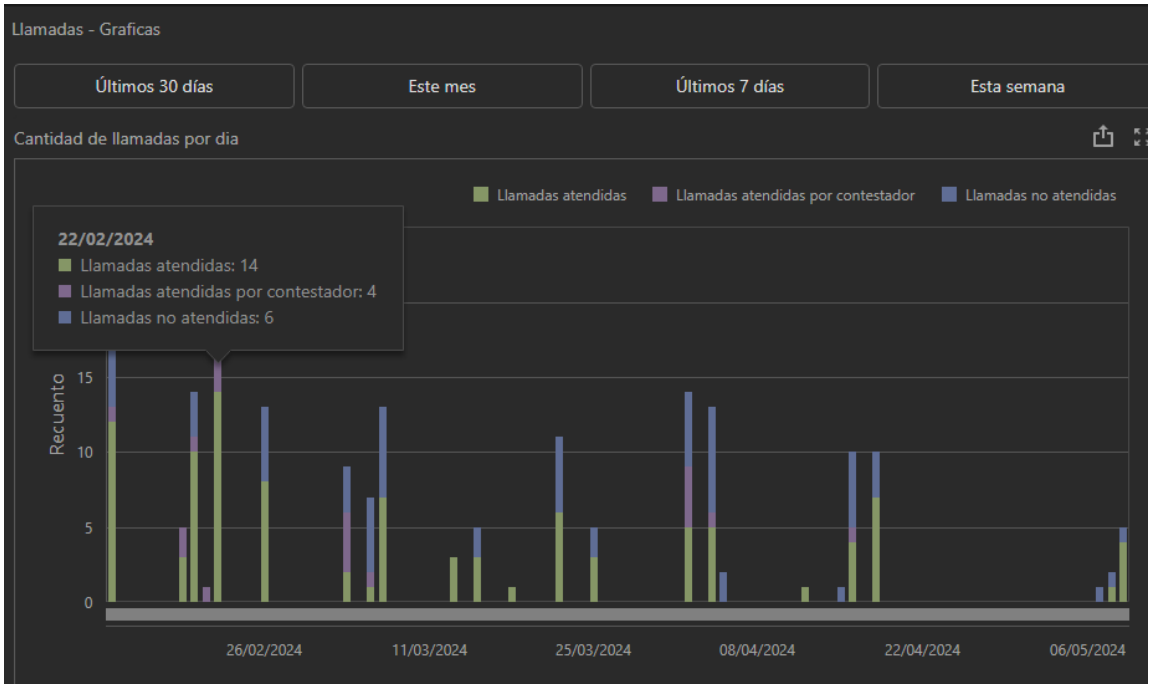
Enjoy the flexibility and efficiency that our SGSE solution offers, allowing you to adjust the time filters according to your specific needs for detailed and precise analysis.



Calls - Graphs

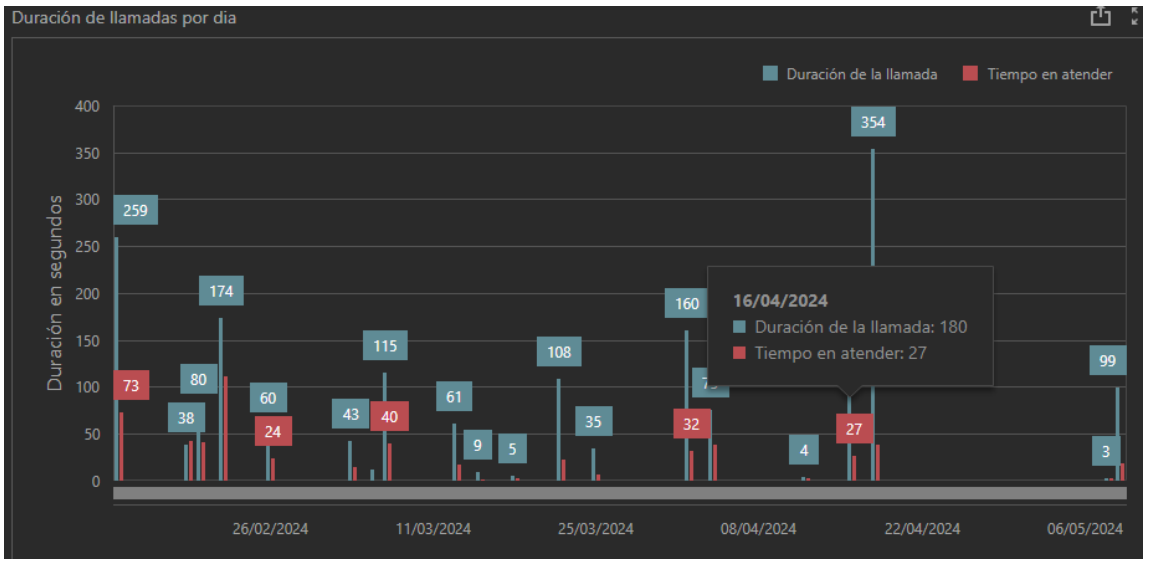
Number of calls per day

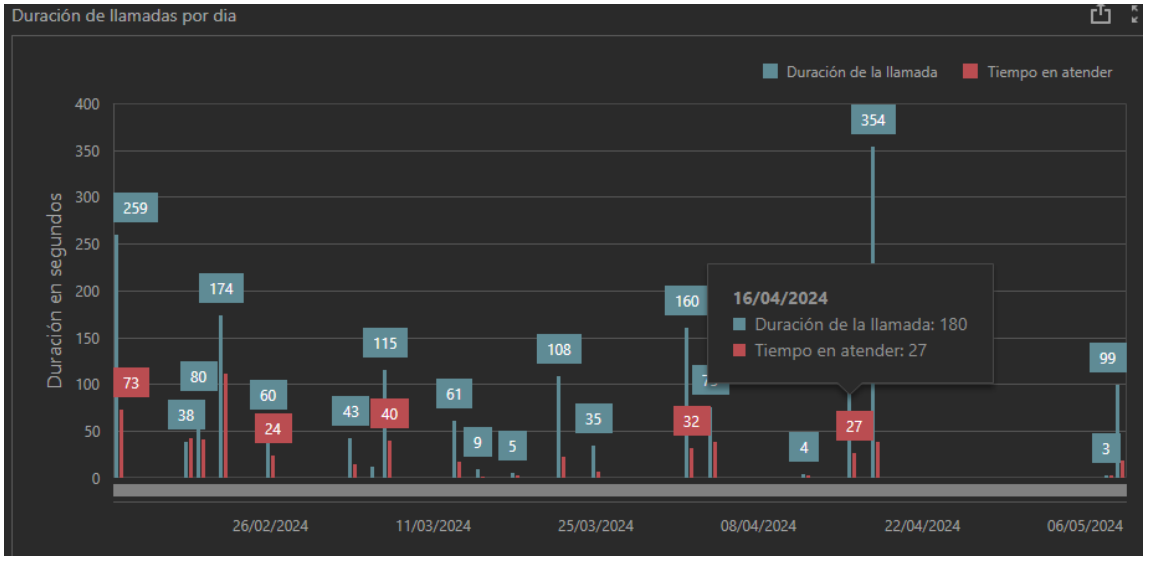
By hovering over the selected day, a window will appear showing the data obtained, allowing for an accurate understanding of the calls managed during the selected period.



Call duration per day

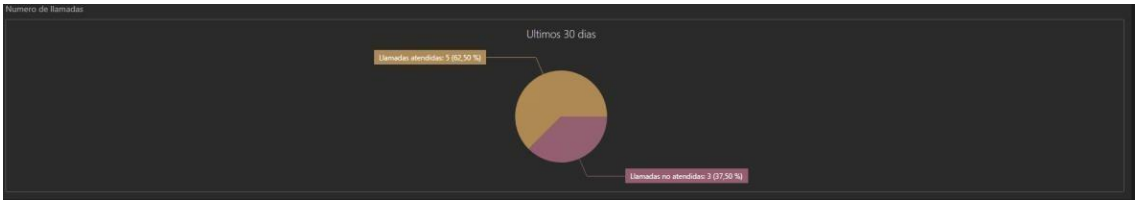
The details of call duration and the time taken to answer them are displayed. For clearer visualization, hover your mouse over the desired day, and a dialog box will appear with more detailed information.





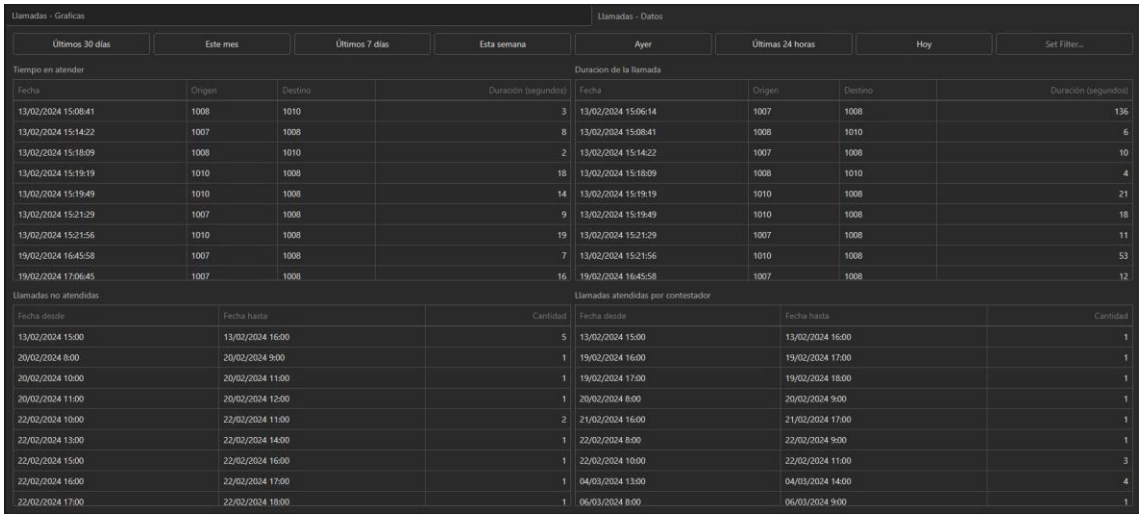
Number of calls

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



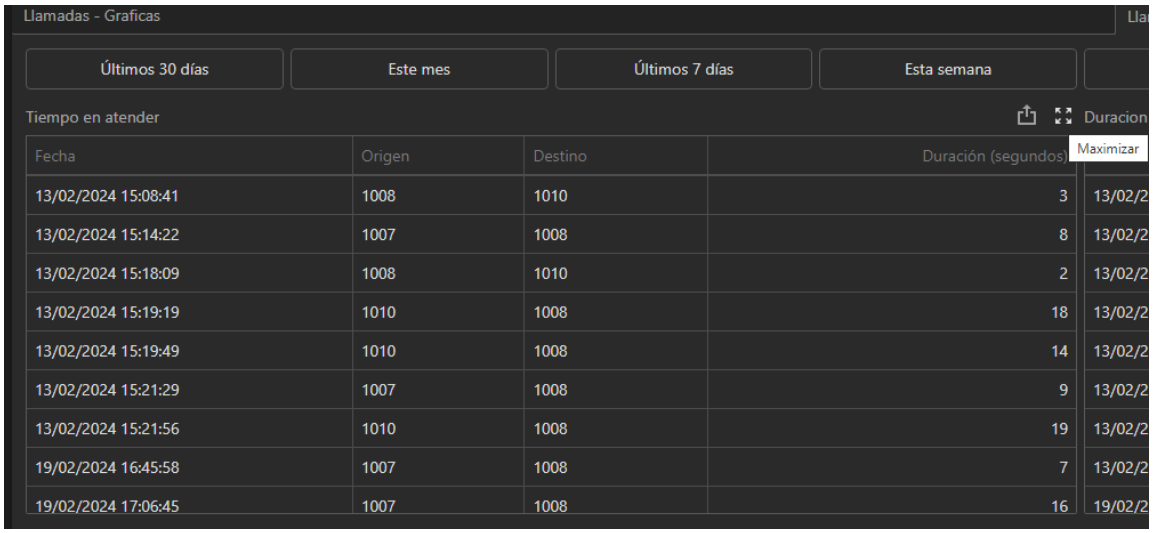
Calls – Data

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

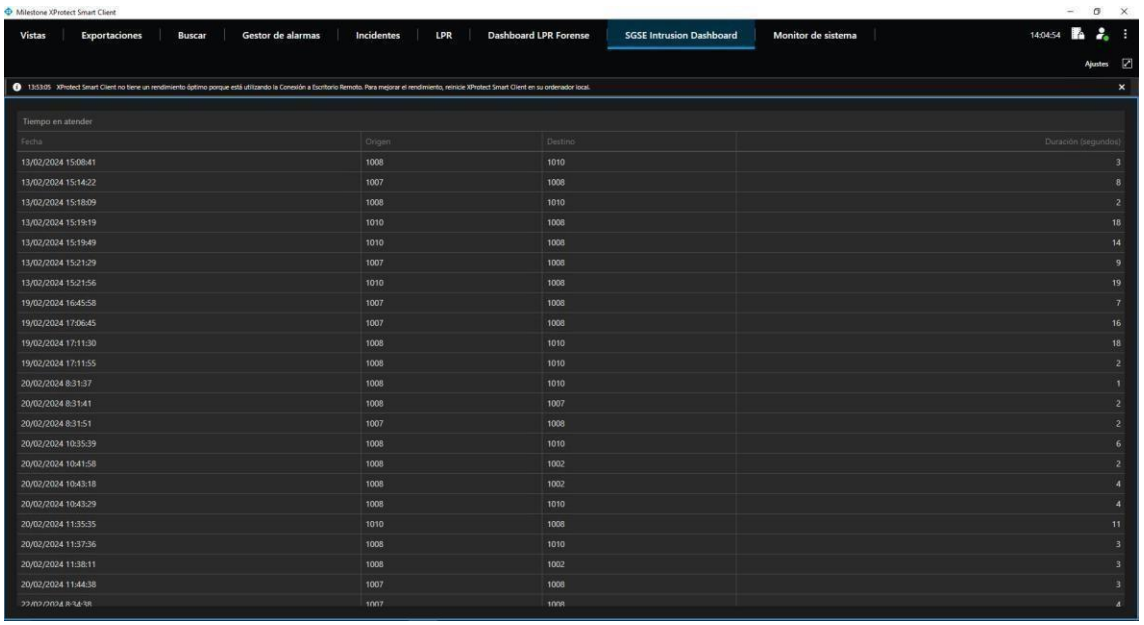


Maximize/Minimize

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.



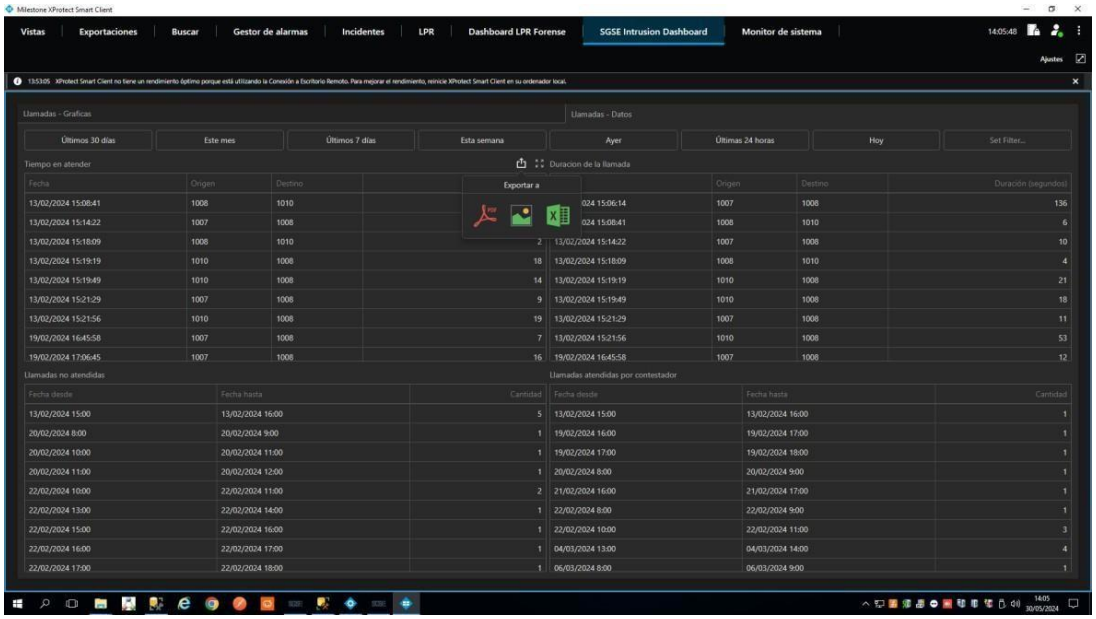
After clicking maximize, the result will be similar to what is shown in the following figure.



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.



Detailed Information and Filtering

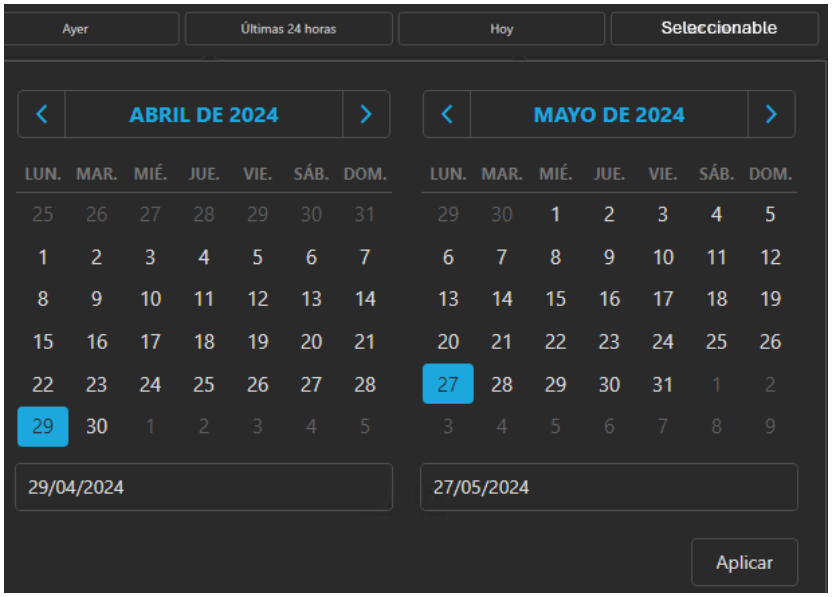
The following dialog boxes provide more detailed information and allow for efficient filtering. This enables more precise data analysis and helps you make informed decisions more quickly.

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.

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.



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

Fecha	Origen	Destino	Duración (segundos)
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	7
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

Fecha	Origen	Destino	Duración (segundos)
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

Fecha desde	Fecha hasta	Cantidad
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	1
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

Fecha desde	Fecha hasta	Cantidad
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	3
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.