



**SCOPSERV**  
INTERNATIONAL Inc.

Presents

Scop**STATS** 

And

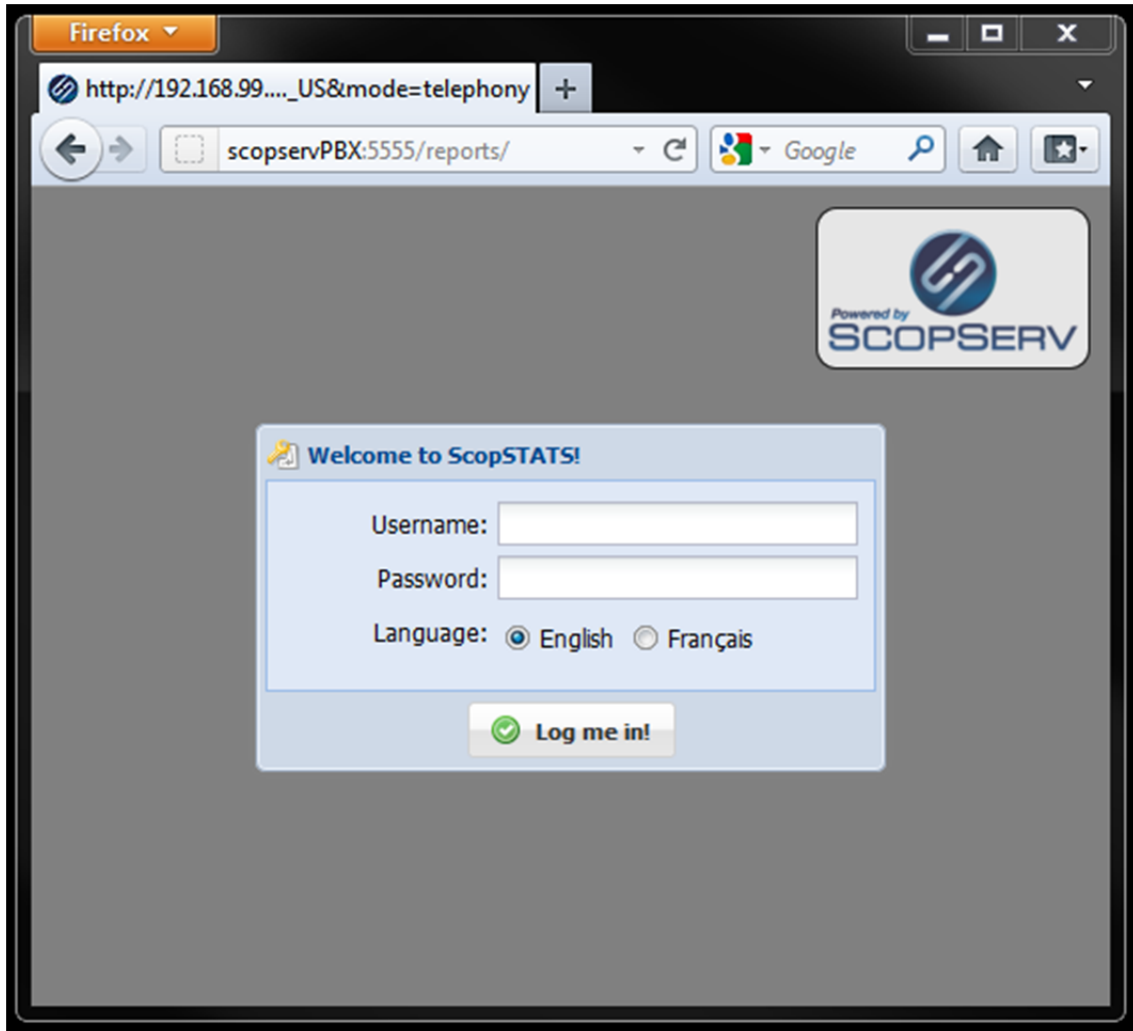
Scop**SWITCH** 

**Base documentation**

Par: Internal doc  
Title: Internal doc  
Date production: September 12<sup>th</sup> 2011  
Date revised : November 17<sup>th</sup> 2011

## Direct Login page

You can log to ScopSTATS and ScopSWITCH directly using by going to this URL in your favorite browser : <http://<your-pbx>:5555/reports/>



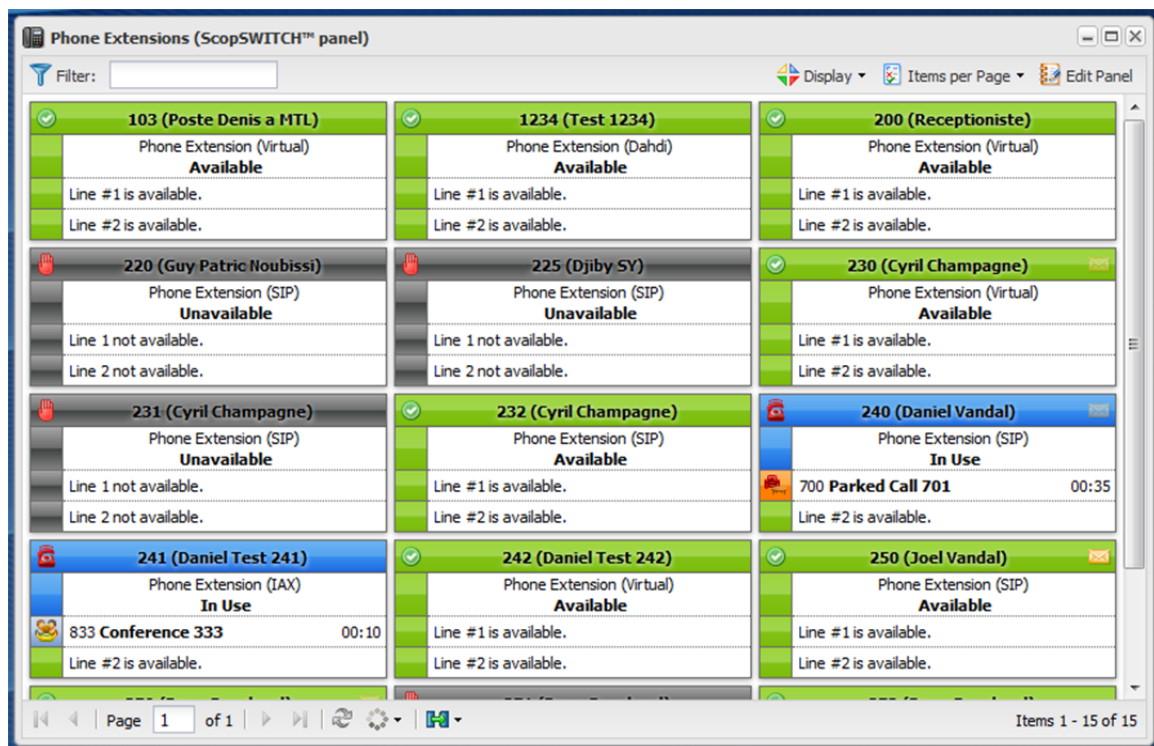
Or, if you are already logged in, you will get directly to the ScopSWITCH panel.

## What is a ScopSWITCH panel?

A ScopSWITCH panel allow you to :

- Live Monitoring of Extensions Status (Phone, Agent, Hotdesk).
- Live Monitoring of Trunks Status (VoIP Accounts, Analog/Digital Channels).
- Live Monitoring of Conferences Status.
- Live Monitoring of ACD Queues Status.
- Live Monitoring of Voicemail Mailboxes.
- Live Monitoring of Call Parking Extensions.
- Live Monitoring of Active Calls.
- Live Control on Active Calls using the Virtual Phone.

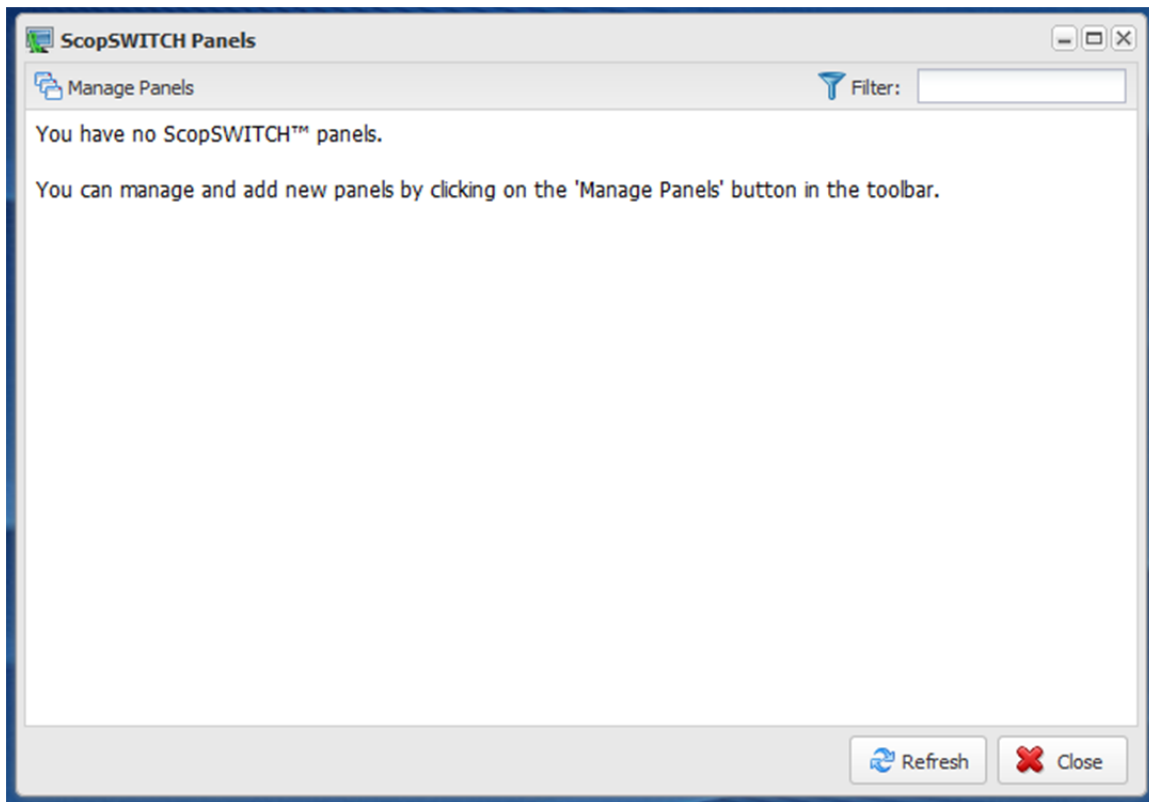
A ScopSWITCH panel look like this :



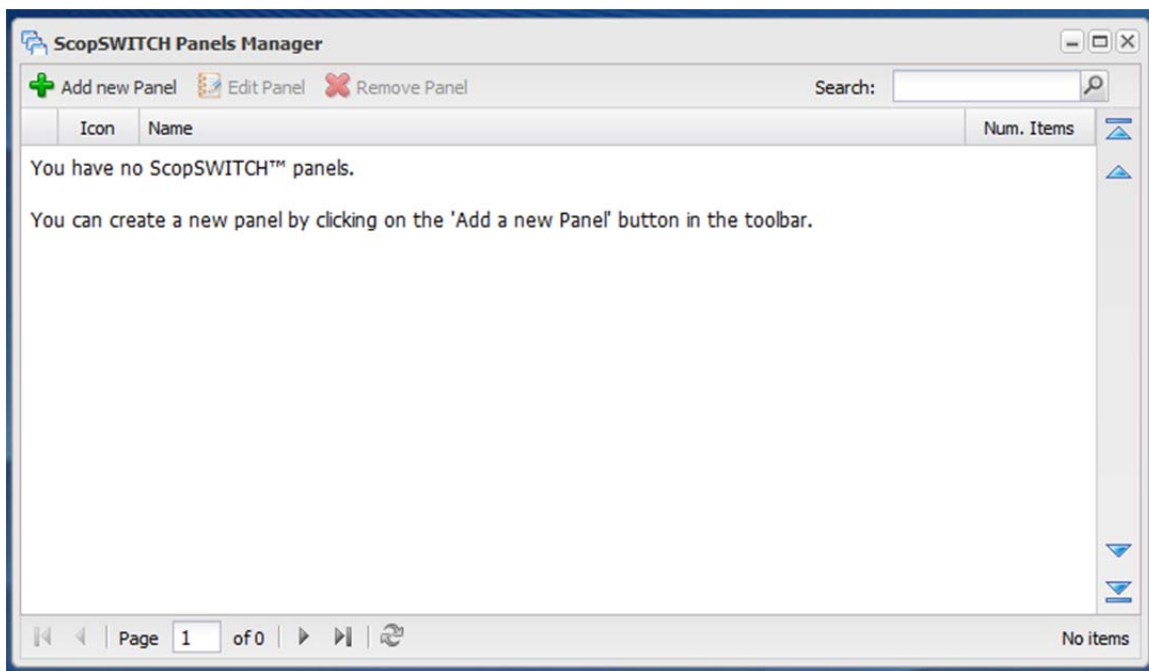
You can customize the display options to show only what you want. You can also display up to 4 active lines.

The items per page option allow you to set how many items is displayed at the same time in a ScopSWITCH panel. The Automatic Page Switch interval selection allows you to set at which speed (in seconds) the page are switched.

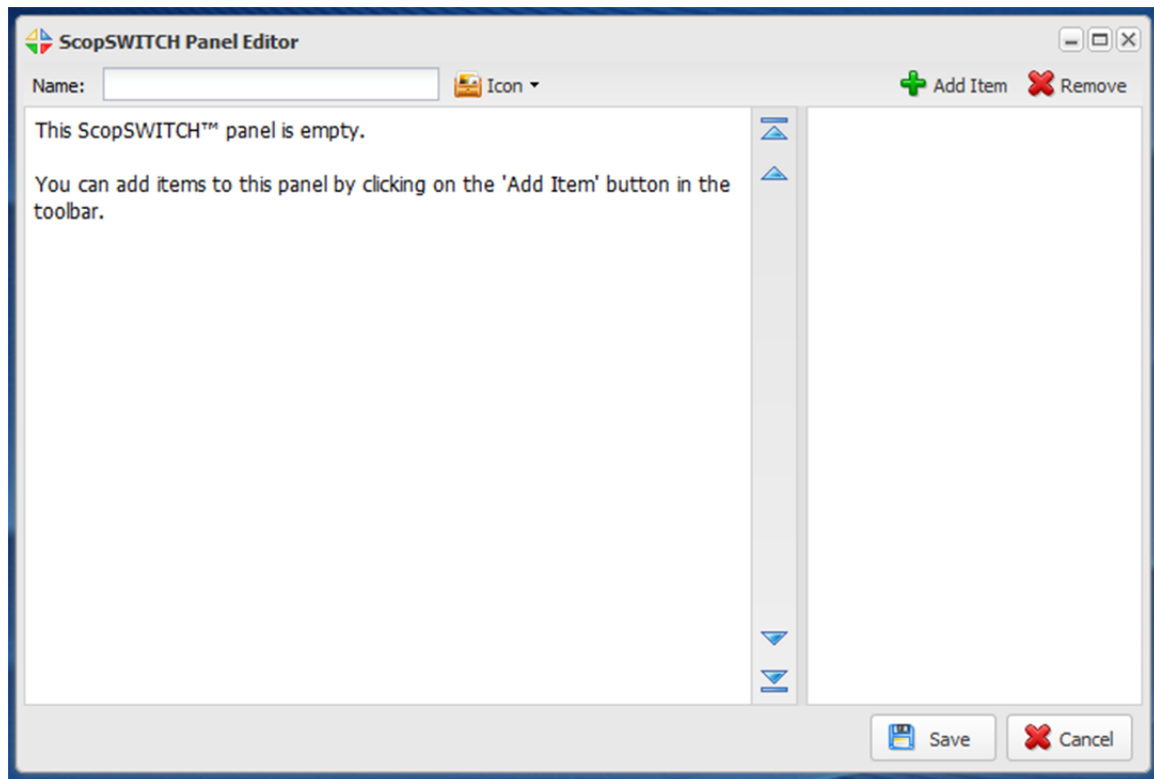
## How to setup your first ScopSWITCH panel



To add a new panel, open the **ScopSwitch Panels Manager** by clicking on 'Manage Panels' button.



Once you are in the **ScopSwitch Panels Manager**, you can now create a new panel by clicking on the 'Add a new Panel' button in the toolbar. This will open the **ScopSwitch Panel Editor** in a new window.

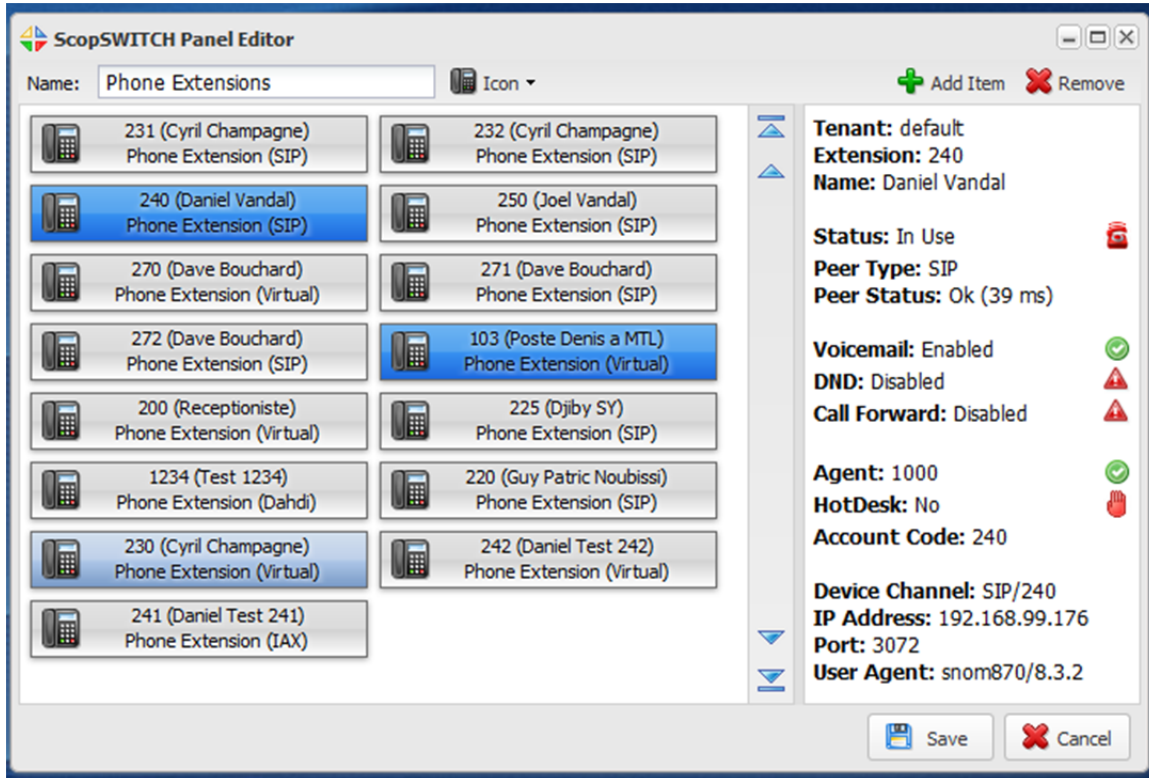


Once you are in the **ScopSWITCH Panel Editor**, you have the options to :

- Specify the panel name.
- Select the panel icon.
- Add new items by clicking on the 'Add Item' button.
- Remove one or multiple selected items by clicking on the 'Remove' button.
- Move one or multiple selected items by clicking on the positioning arrows.

Clicking on the 'Add Item' button will open the **ScopSWITCH Panel Items Selector** which allow you to select one or multiple items to add to your ScopSWITCH panel.

A panel with items would look like this :



**ScopSWITCH Panel Editor**

Name:  Icon ▾

**Phone Extensions List:**

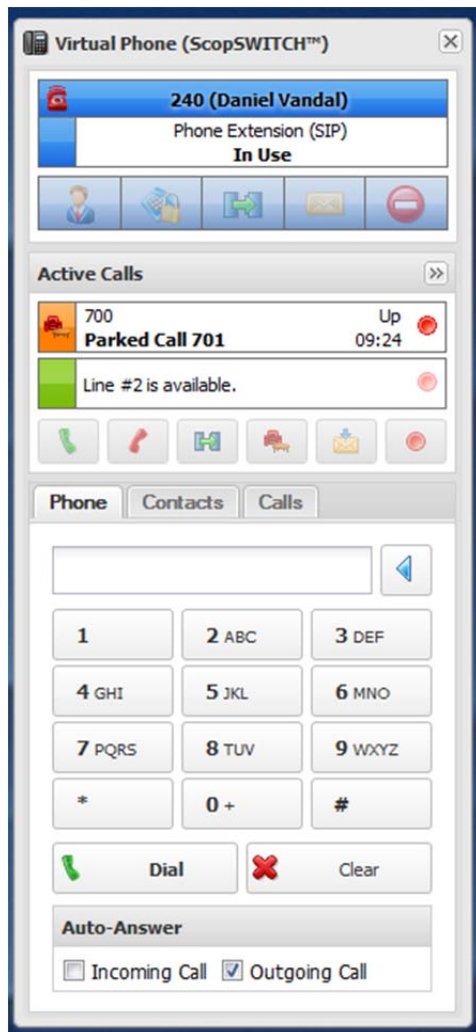
231 (Cyril Champagne) Phone Extension (SIP)	232 (Cyril Champagne) Phone Extension (SIP)
240 (Daniel Vandal) Phone Extension (SIP)	250 (Joel Vandal) Phone Extension (SIP)
270 (Dave Bouchard) Phone Extension (Virtual)	271 (Dave Bouchard) Phone Extension (SIP)
272 (Dave Bouchard) Phone Extension (SIP)	103 (Poste Denis a MTL) Phone Extension (Virtual)
200 (Receptioniste) Phone Extension (Virtual)	225 (Djiby SY) Phone Extension (SIP)
1234 (Test 1234) Phone Extension (Dahdi)	220 (Guy Patric Noubissi) Phone Extension (SIP)
230 (Cyril Champagne) Phone Extension (Virtual)	242 (Daniel Test 242) Phone Extension (Virtual)
241 (Daniel Test 241) Phone Extension (IAX)	

**Configuration Details:**

- Tenant:** default
- Extension:** 240
- Name:** Daniel Vandal
- Status:** In Use
- Peer Type:** SIP
- Peer Status:** Ok (39 ms)
- Voicemail:** Enabled
- DND:** Disabled
- Call Forward:** Disabled
- Agent:** 1000
- HotDesk:** No
- Account Code:** 240
- Device Channel:** SIP/240
- IP Address:** 192.168.99.176
- Port:** 3072
- User Agent:** snom870/8.3.2

**Buttons:**

## The Virtual Phone



The ScopSWITCH Virtual Phone allows you to control remotely your physical phone and active calls.

There is also a Contacts database to allow quick access to those you can reach easily.

The Calls history allows you to see the calls sent/received on the last 24 hours.

You have calls controls to:

- Answer calls (if phone support auto-answer)
- Hangup calls
- Transfer calls
- Park calls
- Transfer calls to phone extension voicemail
- Record calls

The Phone Keypad allow you to easily make new calls and if you enter text, for example 'scopserv', it will be converted automatically to its numeric equivalent (scopserv -> 72677378).

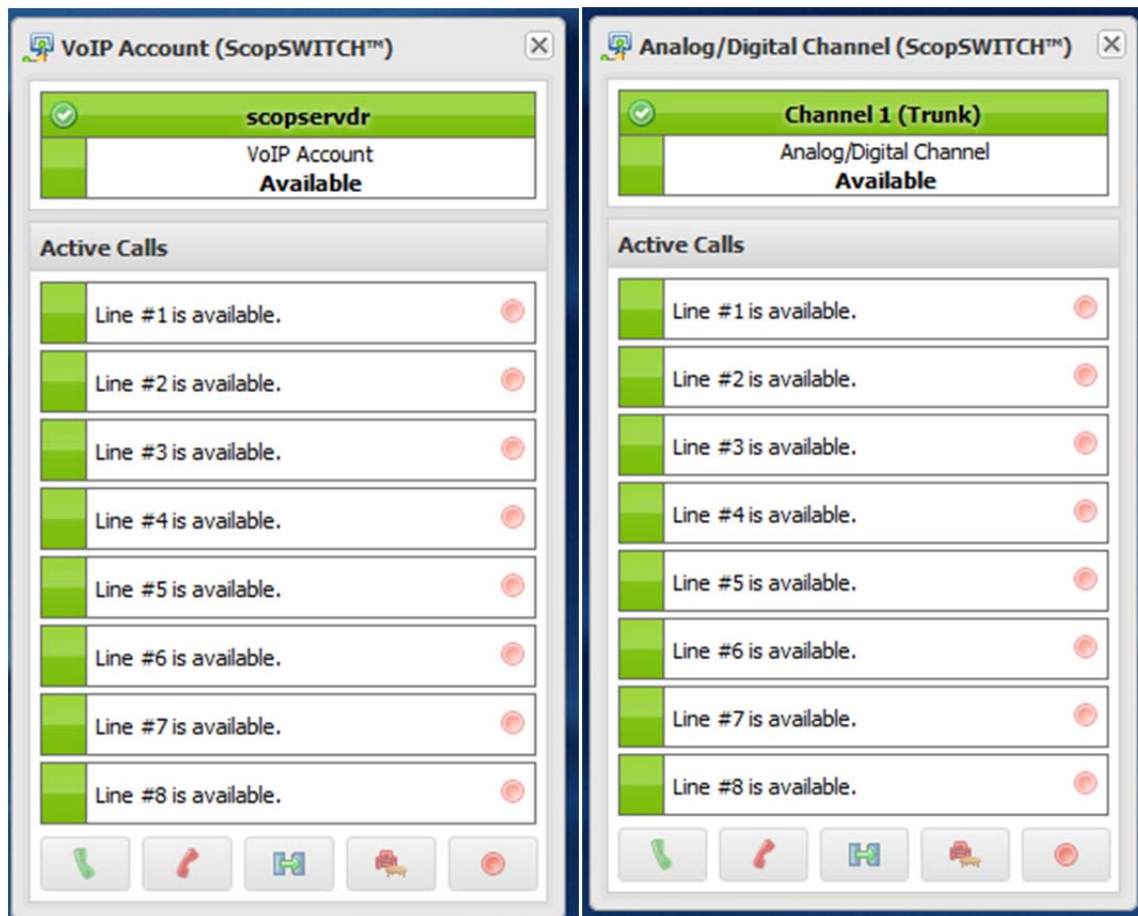
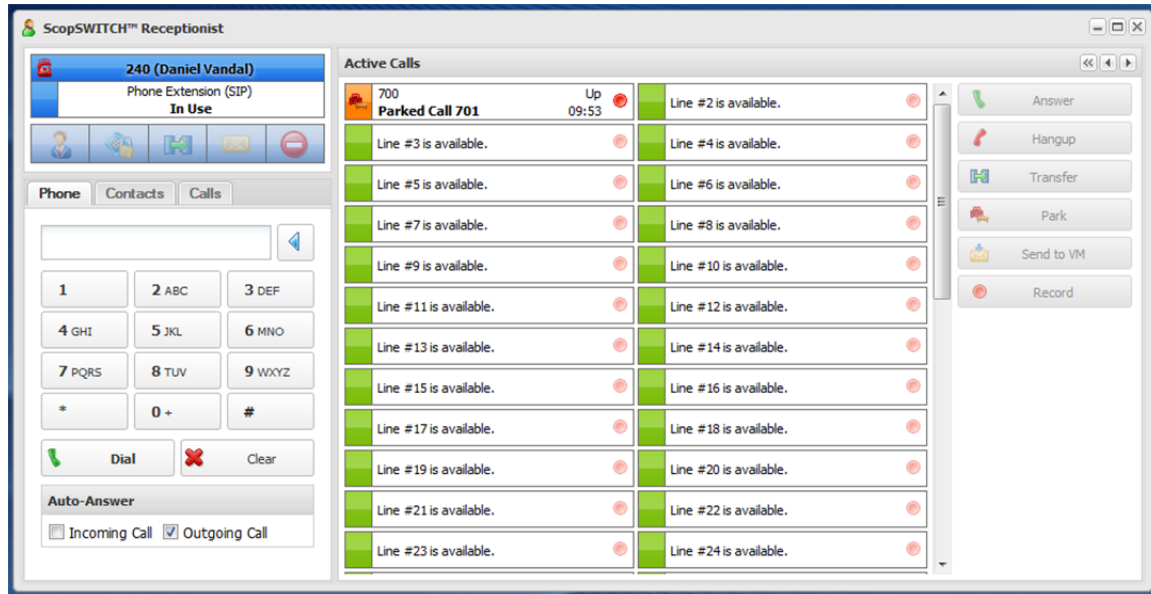
The Auto-Answer feature only works for supported SIP phones and the options should be enabled in the configuration options of the ScopTel PBX system for the phone extension to be functional.

You can also open the ScopSWITCH Receptionist which can display unlimited active calls in a larger view. This view is accessible by clicking on the arrow icon (>>) on the 'Active Calls' panel.

These customized Virtual Phones variants are available for:


- ScopSWITCH Receptionist (Virtual Phone with unlimited active calls)
- VoIP Accounts and Analog/Digital Channels.
- Active Conferences.
- Call Parking extensions.
- ACD Queues.
- Voicemail Mailboxes.
























### Conference Room (ScopSWITCH™)


**333**  
 Conference Room  
**In Use (1 user)**









#### Current Users

 <b>241</b> <b>Daniel Test 241</b>	02:25	
Line #2 is available. 		
Line #3 is available. 		
Line #4 is available. 		
Line #5 is available. 		
Line #6 is available. 		
Line #7 is available. 		
Line #8 is available. 		





















### ACD Queue (ScopSWITCH™)


**default-acd\_queue\_2**  
 ACD Queue  
**1 agent in queue**






#### Waiting Callers



 <b>240</b> <b>Daniel Vandal</b>	Position #1 04:13	
Line #2 is available. 		
Line #3 is available. 		
Line #4 is available. 		
Line #5 is available. 		
Line #6 is available. 		
Line #7 is available. 		
Line #8 is available. 		











### Park Lot (ScopSWITCH™)



**Park Lot #701**  
 Call Parking  
**Available**

#### Active Call

	Parklot is available.	
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### Voicemail (ScopSWITCH™)


**250 (Joel Vandal)**  
 Voicemail  
**4 new, 1 waiting, 0 old**

Phones Extension (ScopSWITCH™ panel)				
Filter: <input type="text"/>				
Display ▾ Items per Page ▾ Edit Panel				
<b>100</b> Poste téléphonique (SIP) <b>Disponible</b> Line #1 is available. Line #2 is available.	<b>101</b> Poste téléphonique (SIP) <b>Disponible</b> Line #1 is available. Line #2 is available.	<b>102</b> Poste téléphonique (SIP) <b>Disponible</b> Line #1 is available. Line #2 is available.	<b>103</b> Poste téléphonique (SIP) <b>Disponible</b> Line #1 is available. Line #2 is available.	<b>104</b> Poste téléphonique (SIP) <b>Disponible</b> Line #1 is available. Line #2 is available.
<b>105</b> Poste téléphonique (SIP) <b>Disponible</b> Line #1 is available. Line #2 is available.	<b>106</b> Poste téléphonique (SIP) <b>Disponible</b> Line #1 is available. Line #2 is available.	<b>107</b> Poste téléphonique (SIP) <b>En cours d'utilisation</b> 825 File d'attente ACD 00:02 Line #2 is available.	<b>108</b> Poste téléphonique (SIP) <b>Disponible</b> Line #1 is available. Line #2 is available.	<b>109</b> Poste téléphonique (SIP) <b>En cours d'utilisation</b> 700 Parked Call 701 01:18 700 Parked Call 702 00:15
<b>110</b> Poste téléphonique (SIP) <b>En cours d'utilisation</b> ACD Call 00:02 Line #2 is available.	<b>111</b> Poste téléphonique (SIP) <b>En cours d'utilisation</b> 111 ACD Call 00:02 Unknown Caller 00:02	<b>112</b> Poste téléphonique (SIP) <b>En cours d'utilisation</b> ACD Call 00:02 Line #2 is available.	<b>113</b> Poste téléphonique (SIP) <b>Sonnerie</b> ACD Call 00:02 Line #2 is available.	<b>114</b> Poste téléphonique (SIP) <b>Sonnerie</b> ACD Call 00:02 Line #2 is available.
<b>115</b> Poste téléphonique (SIP) <b>En cours d'utilisation</b> 700 Parked Call 703 01:56 Line #2 is available.	<b>116</b> Poste téléphonique (SIP) <b>En cours d'utilisation</b> 875 Conference 888 00:49 Line #2 is available.	<b>117</b> Poste téléphonique (SIP) <b>En cours d'utilisation</b> 875 Conference 888 01:29 Line #2 is available.	<b>118</b> Poste téléphonique (SIP) <b>Sonnerie</b> ACD Call 00:02 Line #2 is available.	<b>119</b> Poste téléphonique (SIP) <b>Sonnerie</b> ACD Call 00:02 Line #2 is available.
<b>120</b> Poste téléphonique (SIP) <b>Sonnerie</b> ACD Call 00:02 Line #2 is available.	<b>121</b> Poste téléphonique (SIP) <b>Sonnerie</b> ACD Call 00:02 Line #2 is available.	<b>122</b> Poste téléphonique (SIP) <b>Do Not Disturb (DND)</b> ACD Call 00:02 Line #2 is available.	<b>123</b> Poste téléphonique (SIP) <b>Disponible</b> Line #1 is available. Line #2 is available.	<b>124</b> Poste téléphonique (SIP) <b>En cours d'utilisation</b> 875 Conference 888 00:18 Line #2 is available.
Page 1 of 1				
Items 1 - 25 of 25				