

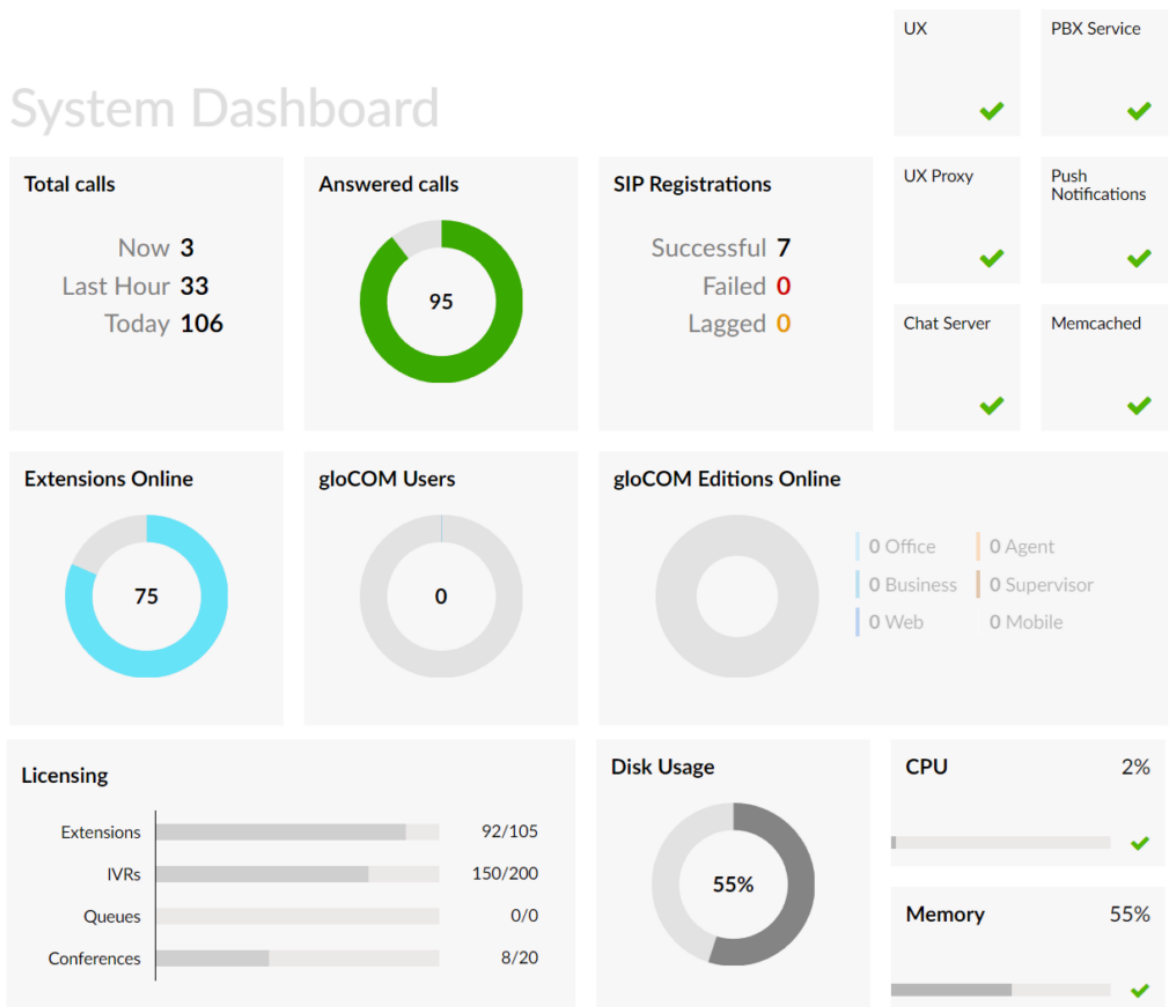
UX Systems Overview – Dashboard

The UX System Dashboard provides a single-page overview of important information and statistics in real-time. On this page you are able to see information on running services, call statistics, licensing and Apps usage as well as hardware status information.

Calls Overview

Calls overview section displays information on the number of live calls on UX along with the number of calls in the past hour, a number of calls made in the current day as well as Answered calls, displayed in a circle that depicts percentage of answered calls vs total calls.

System Dashboard



Now

Number of current calls

Last Hour

Number of calls in past hour.

Today

Total number of calls for current day

Answered Calls

Number of answered calls displayed in percentage.

SIP Registrations

SIP Registrations displays information on successful, failed and lagged SIP registrations. If any of these three values are above zero, you can click on them for more information.

Successful

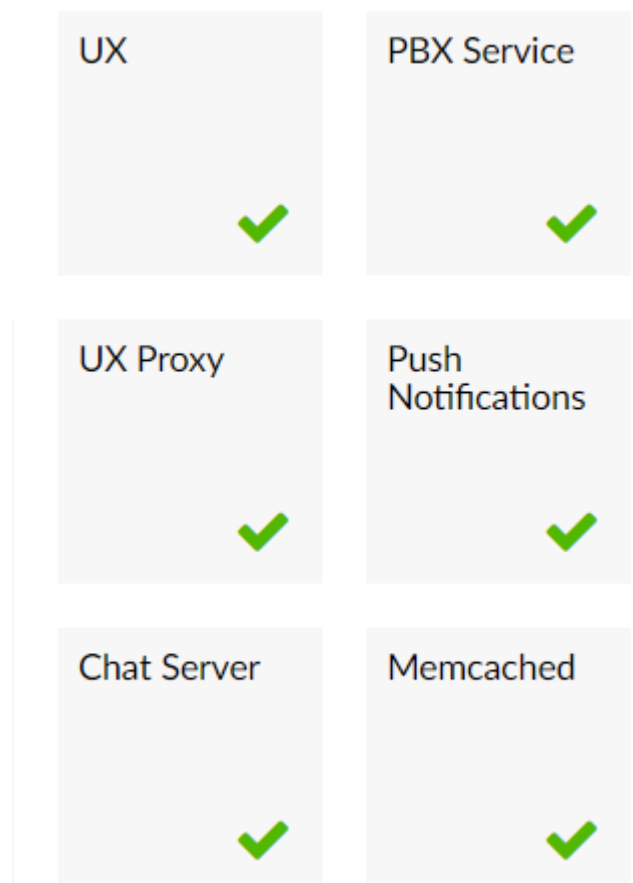
Number of successful SIP registrations.

Failed

Number of failed SIP registrations.

Lagged

Number of SIP registrations that are currently in a lagged state.



Services

Services section of the dashboard allows you to monitor the current status of main system services. If the green checkmark icon is displayed, service is running without any issues, otherwise, red *X* mark will inform you that there are some

issues with the service and that it has been stopped.

UX

This represents the main service, if the service stops for some reason, you will not be able to access your system through a web interface.

PBX Service

PBX Service is the core service UX is running on. In case the service is not running, you will be able to access the UX web interface, but you will not be able to make or receive calls.

UX Proxy

UX Proxy is connecting to asterisk manager and reading events which are then put into Memcached for later usage. Based on that data, monitoring section will provide information users are interested in.

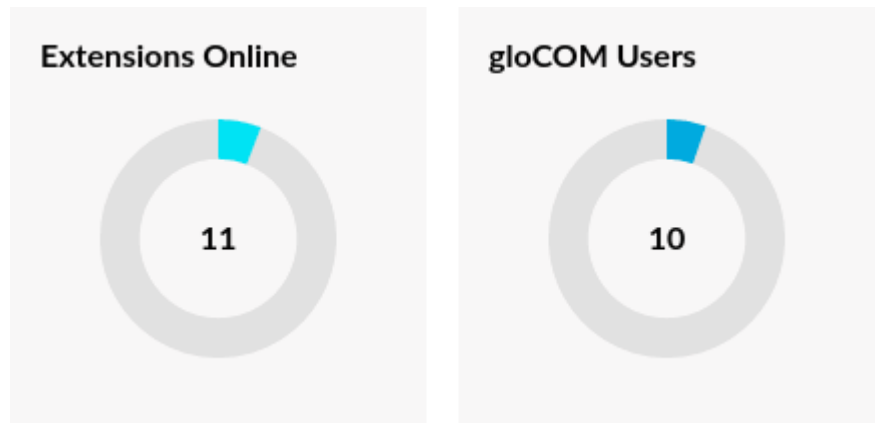
Push Notifications

Push Notifications service will wake up mobile devices in case there is a call to that extension.

Chat Server

Chat Server is a messaging service that allows you to use chat when connected to UX with our desktop and mobile apps.

Memcached



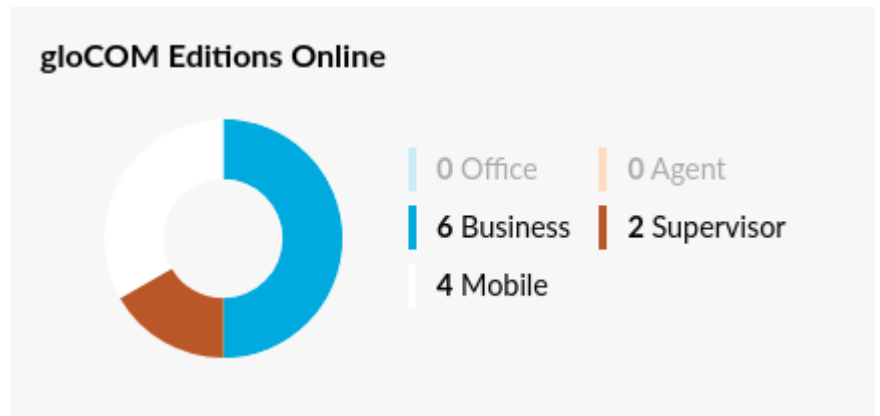
Memcached service stores information which is read by UX Proxy.

Devices Online

Online diagram depicts number of online extensions compared to the total number of extensions.

Extensions Online

Shows the total number of extensions online. This number may vary from total number of licensed extensions.

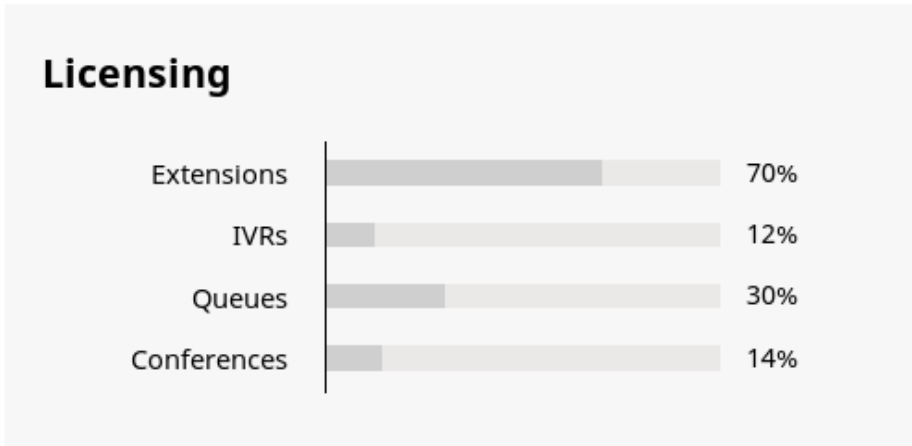


gloCOM Users

Shows the total number of logged in gloCOM users.

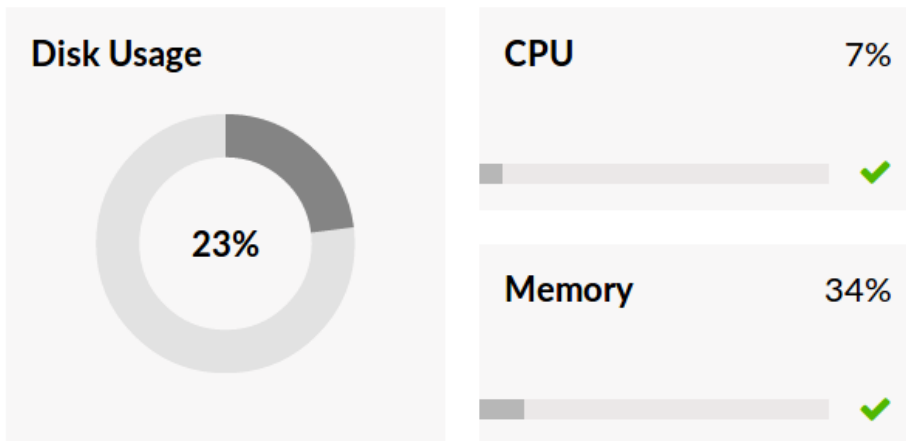
gloCOM Editions Online

Shows the number of logged in Apps and the editions being used.



Licensing

Licensing section helps you to prevent issues with licensing by displaying percentage usage information of your licenses for Extensions, IVRs, Queues and Conferences.



System Hardware Usage

Hardware usage section displays important information on the current server load, it helps you easily monitor main hardware components like disk space, CPU and memory usage.

Disk Usage

Disk usage section displays information on current hard disk usage.

CPU

CPU section displays information on current CPU usage on the server.

Memory

Memory section displays information on current memory usage.

Version 01