

Cisco VOIP Dashboard Setup Guide

INSTALLATION

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Cisco VOIP Client Dashboard Setup

Installation

- 1.) **Attention:** Cisco VOIP Client requires Office Excel (2007-2016/ 365) to be installed before continuing on further with this setup.
- 2.) (Licensing) When opening the iStream application you will be prompted first with the licensing Installation.
- 3.) (Settings) Secondly, you will be prompted for entry to the Settings dialog. All Information must be properly fill in.
- 4.) (Interface) Visual display should be established after all requirements are accommodated.

Display Features

- ✓ Shows Caller(s) in queue. [Time in queue and Longest in queue]
- ✓ Shows Staff Sign-In Status [Online, Offline, Stand By, Away]
- ✓ Shows Geo Graphical Data [Pie-Charts, Data Bar Graphs, and Daily Progress Slopes]
- ✓ Live Data Capture [15 Second Interval]
- ✓ Email Notification(s) [All phone parties and included IT Supervisor/Manager Profiling]
- ✓ Excel Data Capture [Reports: Hourly, Daily and Annual]
- ✓ Displays Who is next in line for the next receiver to take in call(s)
- ✓ Displays Individual Staff [Total Calls, Online Status, Total Time On Calls, Last Call Time, Total Online/Offline Time]
- ✓ Displays Group Status [Online/Offline, Calls]
- ✓ Displays Current Time & To Day's Date
- ✓ Provides Service Color Level(s) [Clear/ Blue, Yellow, Orange, Red]
- ✓ Display Group Pie-Chart [Staff Percentage In Calls]
- ✓ Display Bar Graph Chart [Cumulative Avg./Hour: (Calls, Callers in queue, Available Staff)]
- ✓ Display Slope Graph Total Number of Calls/ Hour for the Day [Daily (-/+) Slope Projection Indicator]
- ✓ Shows When Data Stream have been Last Updated

(Hotkey Information)

Note: Hotkeys will override current phone reporting activity. (Best during down time)

Dashboard

- (Ctrl + Shift + V) - Save Current Snapshot of Data.
- (Ctrl + Shift + E) - Email Current Screen Shot and Minimal Data as Attachment(s).
- (Ctrl + Shift + S) - Settings
- (Ctrl + Shift + I) - Informational Guidelines

Controls

- [F3] - (3D Mode)
- [F5] - (Refresh)
- (Ctrl + Shift + R Arrow) - (Next Menu)
- (Ctrl + Shift + L Arrow) - (Previous Menu)
- (ESC) - (Exit)

System

- [F10]** - Monitor ON
- [F11]** - Monitor OFF

Example Function: (Ctrl + Shift + s) – [Settings]

Enter Service Desk Staff Information:

Station	IP Address	Name	Email
Station 1	1.2.0.1	Staff Name 1	taff.member1@email.net
Station 2	0.0.0.0	UnRegistered	
Station 3	1.2.0.3	Staff Name 3	taff.member3@email.net
Station 4	1.2.0.4	Staff Name 4	taff.member4@email.net
Station 5	1.2.0.5	Staff Name 5	taff.member5@email.net
Station 6	0.0.0.0	UnRegistered	

Manager Email(Option#1): it.supervisor@email.net
Manager Email(Option#2): manager.staff@email.net

C:\Backup\Output_Folder [Select a Data Folder]

Save Archive to Backups

(Troubleshooting Practices)

Troubleshooting/Resolutions

- ✓ Internet Outages (Restart Computer: Foremost, this is not an issue and App connection will be restored once network connectivity is detect again.)
- ✓ Caching Issues (Reboot iStream Application)
- ✓ Application Errors (Delete Registry Contents Key:
(HKEY_CURRENT_USER\Software\iStream\iSystems\SDDash\history)
- ✓ Not Exporting Data to Excel file (Re-Launch iStream Application/ Open Excel and Clear Saved Cache Logs)
- ✓ Pending System Windows Updates (Apply necessary updates and allow restart)

Possible Conflict Issues

- ✓ Power Outages
- ✓ Network Connectivity
- ✓ Cable Connection (Stability/Un-Plugged)
- ✓ Application is Not under Admin Account (Required for full functionality)
- ✓ Microsoft Excel is Not Installed