

GENESYS

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Workbench User's Guide

CM - Call Flow Summary

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The **Channel Monitoring Call Flow Summary** page enables real-time visibility of Call Flows, their respective statuses and also Call Flow Statistics:

- Post installation there will be no Call Flows displayed in the Call Flow Summary table.
- Follow the CM Add a New Call Flow section to create your first Channel Monitoring Call Flow
- Once you've created a Call Flow it will appear in the Call Flow Summary table

The Channel Monitoring Console provides a real time data-table of Call Flows and their status; the CM Call Flow Summary table provides the following functionality:

- Columns
 - Name the generation Date/Time of this Change event
 - Note: Timestamps are stored in UTC and translated to local time based on the Users Browser Time-Zone
 - CM Appl. the particular Object of this Change event
 - State the Item of this Change event
 - Status the new value of this Change event
 - Last Run the User who actioned the change
 - · Schedules the internal ID of this Change event
 - Data-Center the Data-Center this Call Flow is associated with
- Export
 - PDF or XLS
- · Column Visibility
 - Show/Hide columns
- Normal/Full-Screen
- · Column Reordering
 - · move columns left or right within the data-table
- · Column Search/Filter
 - Filter data-table events based on DateTime, drop-down or text searches
- Column Sort
 - · 'Name' and 'Last Run' columns

At the end of each Call Flow row there are options to:

- Edit the Call Flow, select the Pencil button.
- Start/Stop the associated Call Flow Schedule, select either the Play or Stop button.
 - Note: the Call Flow needs to be in the Ready state, all config complete, to be able to Start the Call Flow Schedule
- Initiate a Manual Call for the respective Call Flow the Phone button.
 - Note: the Call Flow needs to be in the **Ready** state, all config complete
- Delete the Call Flow, select the Close button.
 - Note: the Call Flow will be permanently deleted; no Media Files can be associated with a Call Flow to enable deletion

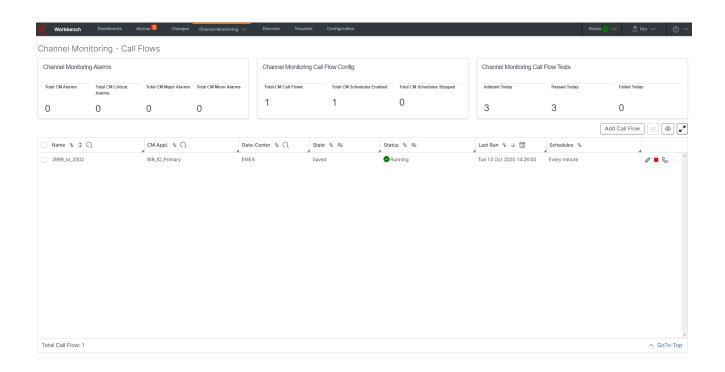
The Call Flow Summary page also provides:

- Export the Call Flow summary list to XLS or PDF the **Download** button.
- Show/Hide Call Flow table columns, select the Eye button.
- Expand/Collapse (full-Screen On/Off) the Call Flow table, select either the Expand or Collapse arrow button.

Important

If/when Workbench Data-Center nodes/Clusters are synchronized, to form a distributed
Workbench deployment, the Channel Monitoring feature is holistic, whereby, Channel
Monitoring Call Flows, Media Files and Reports can be managed irrespective of the local
Workbench Data-Center the user is logged into.

Call Flow Summary Example



Manual Call Flow Test

An example Call Flow Manual Call Flow test:

