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Workbench User's Guide

CM - Call Flow Summary

CM - Call Flow Summary

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

CM - Call Flow Summary

The screenshot displays the 'Channel Monitoring - Call Flows' dashboard in the Workbench interface. The top navigation bar includes 'Workbench', 'Dashboards', 'Alarms 9', 'Changes', 'Channel Monitoring', 'Discover', 'Visualize', and 'Configuration'. The dashboard is divided into three summary cards and a main table.

Channel Monitoring Alarms

Total CM Alarms	Total CM Critical Alarms	Total CM Major Alarms	Total CM Minor Alarms
0	0	0	0

Channel Monitoring Call Flow Config

Total CM Call Flows	Total CM Schedules Enabled	Total CM Schedules Stopped
1	1	0

Channel Monitoring Call Flow Tests

Initiated Today	Passed Today	Failed Today
3	3	0

Call Flow Table

Name	CM Appl.	Data-Center	State	Status	Last Run	Schedules	
3999_to_2002	WBJO_Primary	EMEA	Saved	Running	Tue 13 Oct 2020 14:26:00	Every minute	


Total Call Flow: 1 [GoTo-Top](#)

Manual Call Flow Test

An example Call Flow **Manual** Call Flow test:

Manual Call Flow

- ✓ 1. Start Call
- ✓ 2. Wait
- ✓ 3. End Call



Manual Call Flow completed
successfully at 10/13/2020, 2:28:16
PM

Close