

What is static and dynamic user monitoring?

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Receptionist 13.1 and after releases, Receptionist has a different tab for PSM (phone status monitoring), and here the monitoring got split into Dynamic monitoring and Static monitoring. Static monitoring is for the users who are in the \"Monitored Users\" list box in the web portal which means if the PSM service is assigned to a user, then that user would be monitored statically and automatically under the same directory (contact/Enterprise Directory) along with the other users. In Dynamic Phone Status monitoring you need to select the particular user to check the phone status. If a user doesn't have the PSM service assigned then you can only monitor the user with the help of Dynamic Phone Status Monitoring. When you select a user who is not assigned with PSM service, receptionist sends a request to the server to get the phone status for that particular selected user.