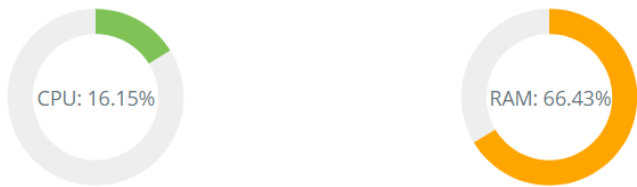# Troubleshoot Page

Troubleshoot Page is a form of problem-solving. Inhere you can checking the Performance, the heartbeat of the whole system and call volume on 7 days.

Performance

The Performace manage percent used CPU and RAM on this website.

Performance

CPU: 16.15%

RAM: 66.43%

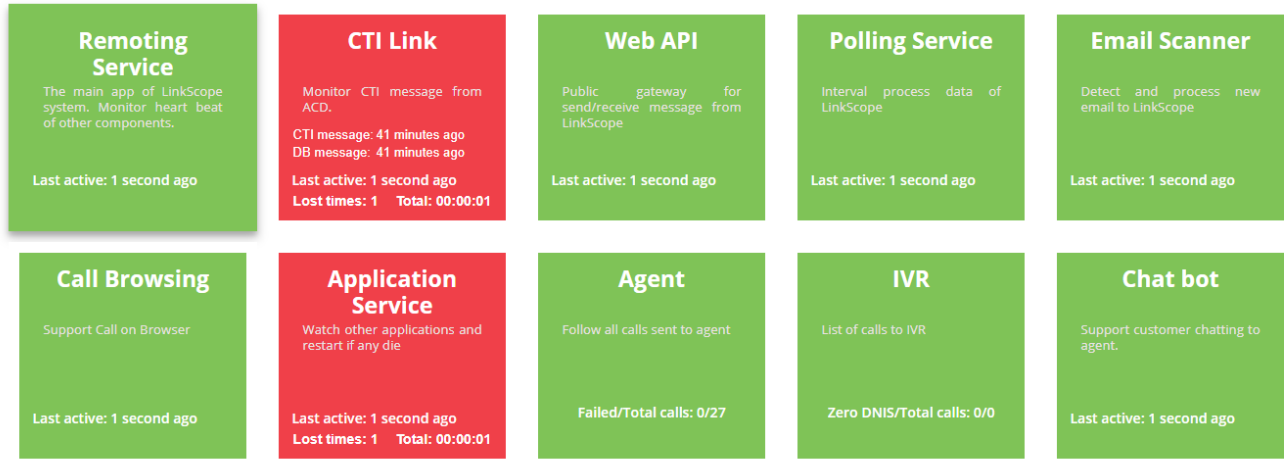There are three levels of color:

- *Green* is the lowest level color.
- *Orange* is the medium level color.
- *Red* is the highest level color.

Heartbeat

The Heartbeat manages all service of the LinkScope Web that shows the service heartbeat is running or stopping.

Service is the green color, it is running. Opposite, service is red color, it stops.

Heartbeat

Remoting Service	**CTI Link**	**Web API**	**Polling Service**	**Email Scanner**
The main app of LinkScope system. Monitor heart beat of other components.	Monitor CTI message from ACD.	Public gateway for send/receive message from LinkScope	Interval process data of LinkScope	Detect and process new email to LinkScope
	CTI message: 41 minutes ago DB message: 41 minutes ago			
Last active: 1 second ago	Last active: 1 second ago Lost times: 1 Total: 00:00:01	Last active: 1 second ago	Last active: 1 second ago	Last active: 1 second ago

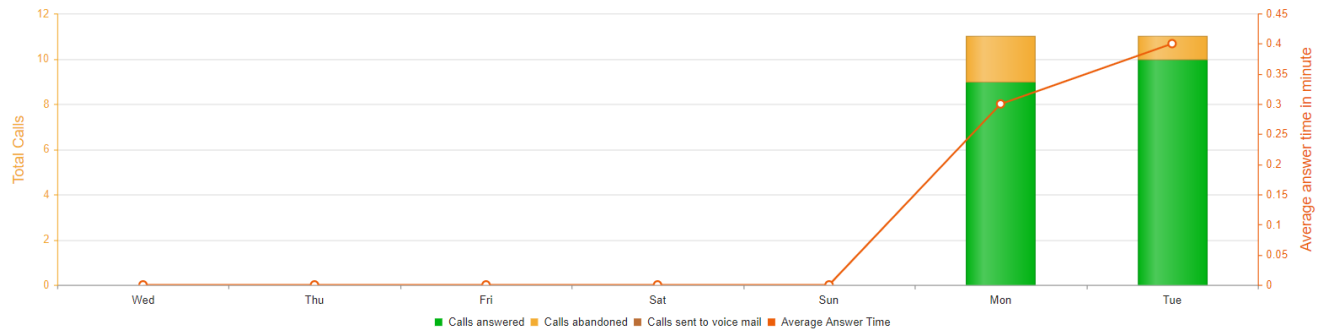| **Call Browsing**	**Application Service**	**Agent**	**IVR**	**Chat bot**
Support Call on Browser	Watch other applications and restart if any die	Follow all calls sent to agent	List of calls to IVR	Support customer chatting to agent.
Last active: 1 second ago	Last active: 1 second ago Lost times: 1 Total: 00:00:01	Failed/Total calls: 0/27	Zero DNIS/Total calls: 0/0	Last active: 1 second ago

Call Volume

The Call Volume shows a call chart for 7 days in a week.

The column Total calls are Calls answered, Calls abandoned and Calls sent to voice mail.

The Average answer time in minute is the line and point on chart.

Call Volume

Related articles

- [How to manage API User at General Configuration](#)
- [Add new Notifier User](#)
- [Add new Agent](#)
- [Add new Agent Extension](#)
- [Add new VDN](#)