

# MAF DMS™

A deeper look

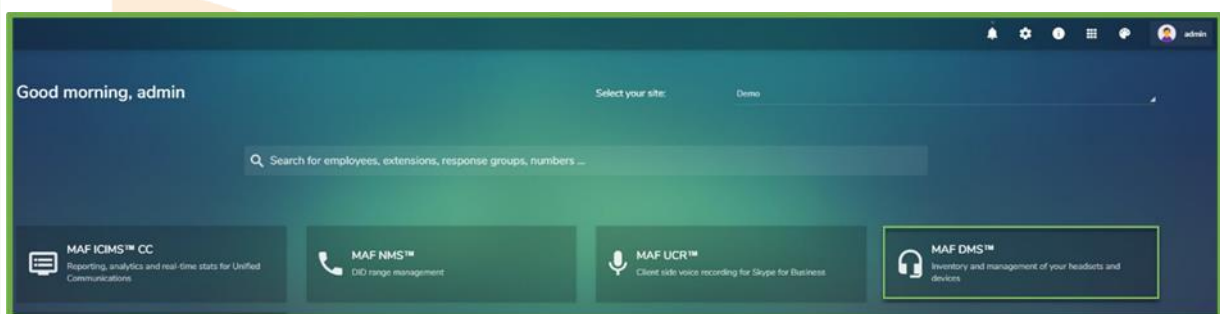
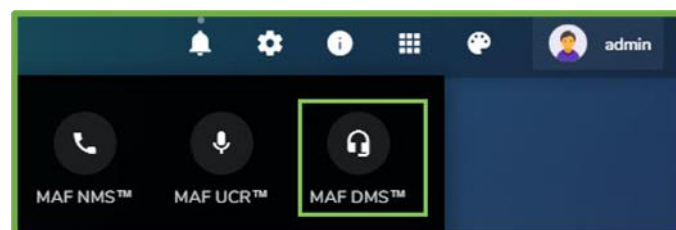
## Headset and device management



“ **MAF DMS™** IS AN ADDITIONAL MODULE TO MAF ICIMS™ PROVIDING INVENTORY DETAILS, MANAGEMENT AND QUALITY REPORTING OF JABRA AND POLY HEADSETS. IT ALLOWS YOU TO REALISE PRODUCTIVITY GAINS WHILST DRIVING THE USER ADOPTION OF DEVICES. THE INTEGRATION WITH MAF ICIMS™ ALLOWS END-TO-END VISIBILITY OF BOTH HEADSET AND UC&C CALL QUALITY WITH SUPPORT FOR SKYPE FOR BUSINESS, AMAZON CHIME AND CONNECT AND CISCO.”

## ACCESSING MAF DMS™

MAF DMS™ can be accessed simply by clicking the MAF DMS™ button on the Landing page or opening the Modules menu from everywhere in the MAF ICIMS™ suite and selecting MAF DMS™.

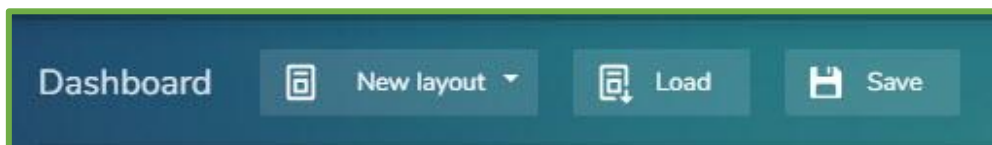


## DASHBOARD

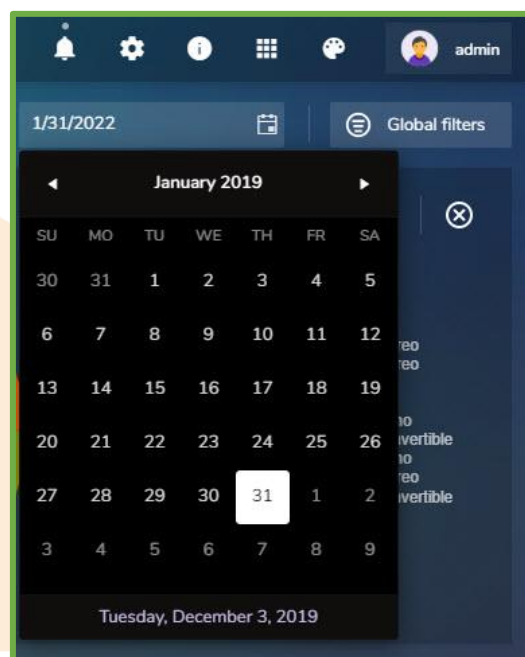
The Dashboard page presents key information about the Jabra and Poly devices. By default, the dashboard layout and associated filters will be the last ones used by the users.



There are 3 buttons at the top of the screen: New Layout, Load and Save.



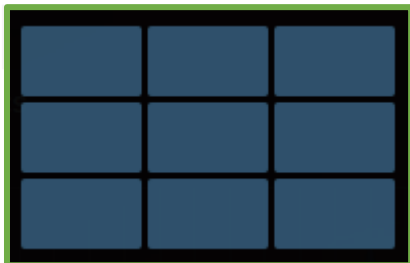
The date can be selected from the right side of the screen.



## New Layout

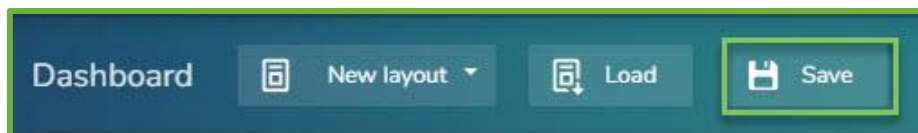


Users can select how many dashboards are displayed on the screen and the required dashboards.

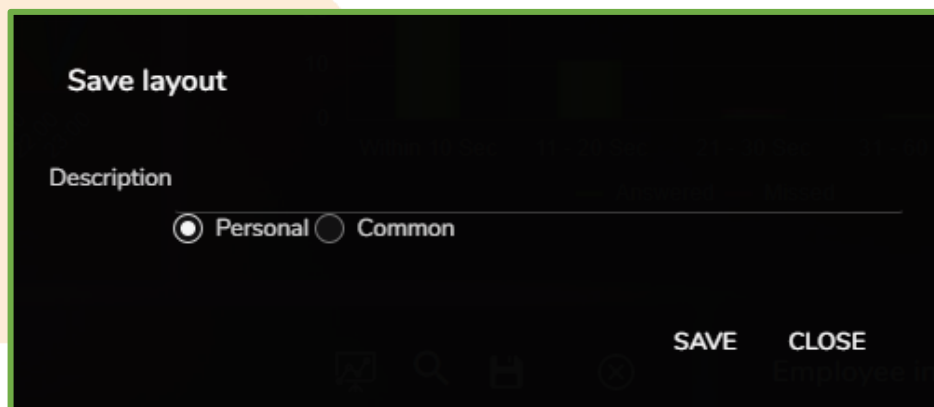


The number of dashboards is selected by highlighting the squares varying from a single dashboard to 3 x 3. It is also possible to further configure the screen layout by closing those unwanted dashboards directly from the user interface.

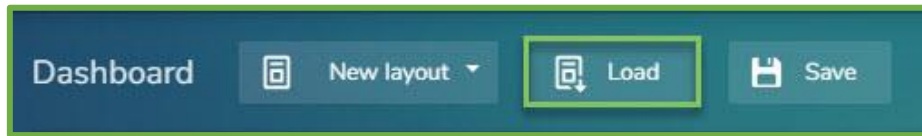
## Save Layout



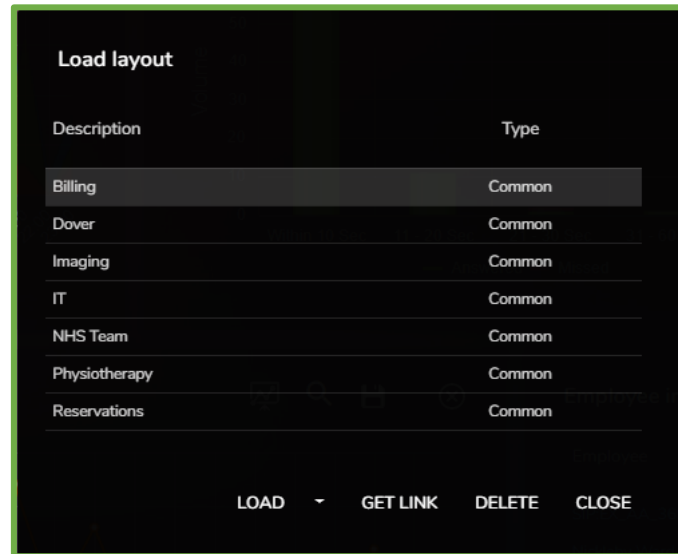
Once users are happy with the overall layout of the screen the format can be saved with a user defined name for quick future access. The dashboard can be saved as Personal to just the defining user or made available to all users by selecting the Common button.



## Load Layout

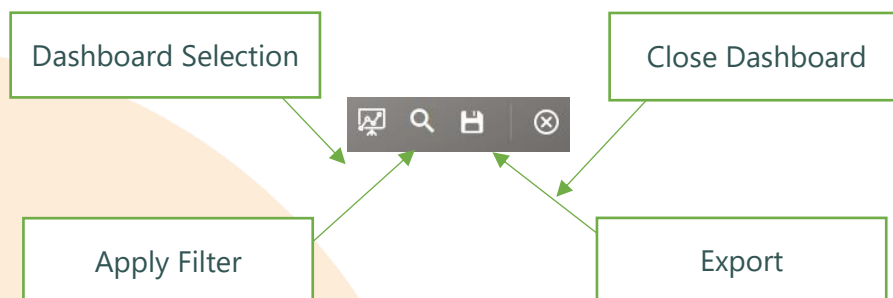


Access to saved layouts is made by highlighting to required layout and double clicking or pressing Load seen in the example below.



## Dashboard Functionality

Each dashboard has 4 associated options; change the dashboard type, add filters directly to the dashboard, save an image of the dashboard as a PDF, close the dashboard.



If a filter is applied to a dashboard this is indicated by the magnifying glass icon changing from white to green.

Global filters may be applied by clicking on the following button.



**Global filters**

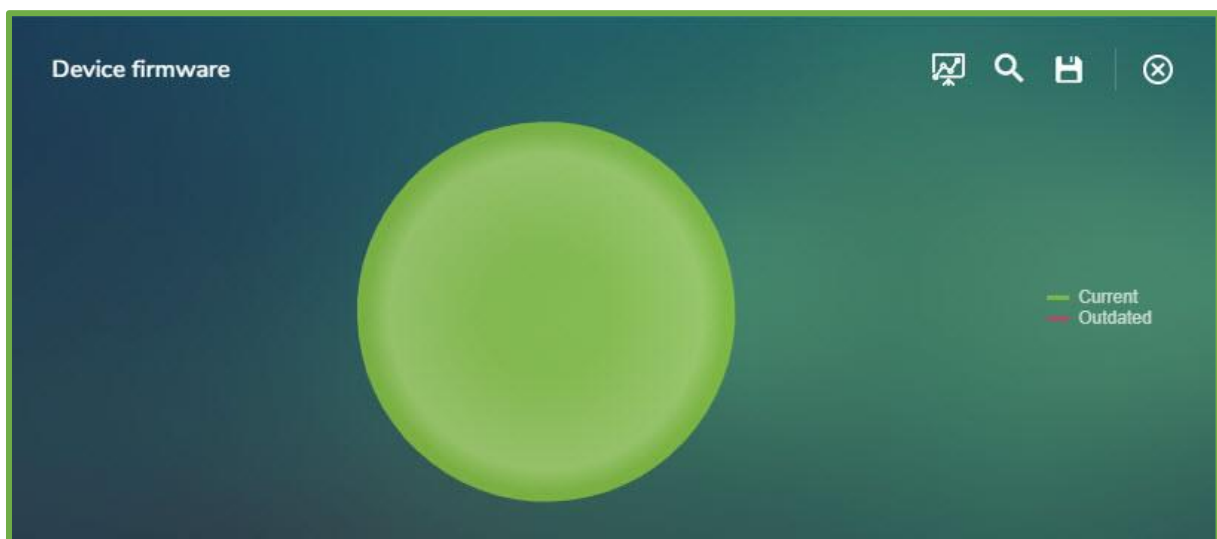
Level: Organization

Organization: \_\_\_\_\_

Queues: \_\_\_\_\_

SEARCH CLOSE

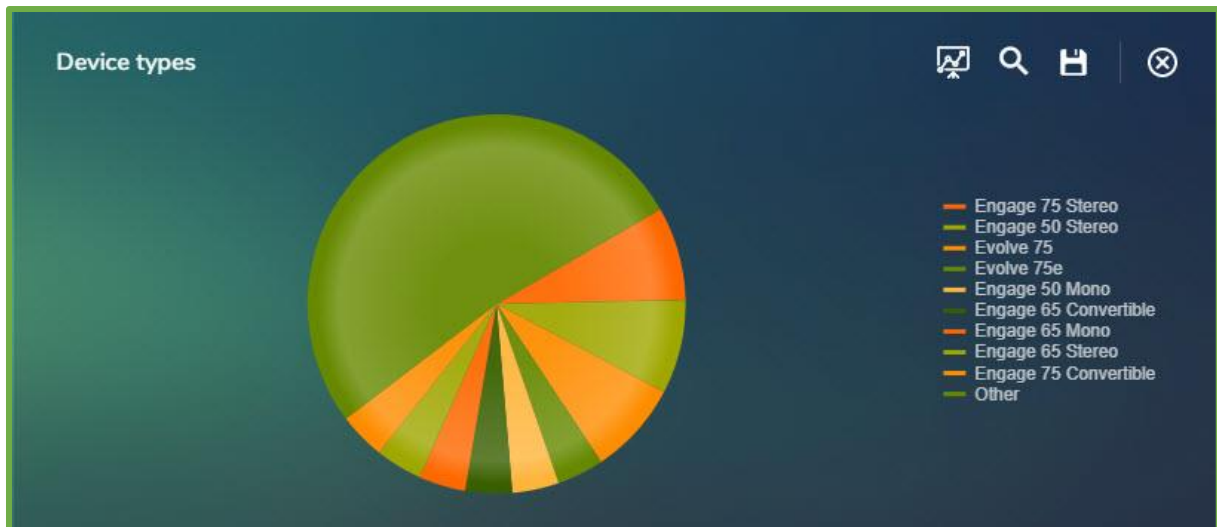
## Dashboard Types



**Device firmware** presents the volume of devices with an outdated or up to date firmware. The dashboard can be drilled down to show a list of the devices.

**Firmware**

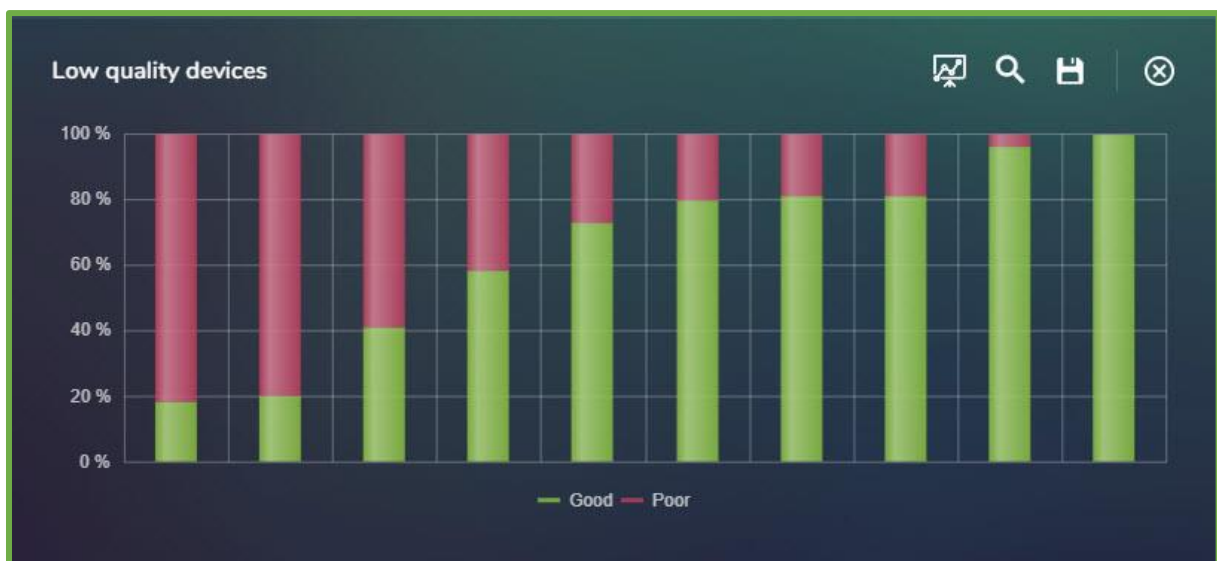
Vendor	Version	Description	Release date	Adoption	
Jabra	2.47.0	Firmware for Jabra Evolve 65 Mono models	Tuesday, January 22, 2019	4%	Edit
Jabra	2.47.0	Firmware for Jabra Evolve 65 Stereo models	Tuesday, January 22, 2019	4%	Edit
Jabra	2.1.1	Firmware for Jabra Engage 65 models	Friday, January 18, 2019	12%	Edit
Jabra	2.1.1	Firmware for Jabra Engage 75 models	Friday, January 18, 2019	16%	Edit
Jabra	1.24.0	Firmware for Jabra Engage 50 models	Tuesday, December 4, 2018	12%	Edit
Jabra	2.25.0	Firmware for Jabra Evolve 65t models	Thursday, November 8, 2018	4%	Edit
Jabra	3.10.0	Firmware for Jabra Evolve 40/60 models	Friday, October 26, 2018	4%	Edit
Jabra	2.4.0	Firmware for Jabra Evolve 75 models	Thursday, August 23, 2018	8%	Edit
Jabra	2.23.0	Firmware for Jabra Evolve 75e models	Friday, August 17, 2018	4%	Edit
Jabra	2.7.0	Firmware for Jabra Evolve 30 II models	Wednesday, August 9, 2017	8%	Edit
Jabra	3.2.0	Firmware for Jabra Evolve 20/30 models	Friday, July 21, 2017	24%	Edit



**Device types** presents the volume of device models in your deployment  
 The dashboard can be drilled down to show a list of the devices filtered by model.

**Devices**

Employee	Vendor	Model	Firmware	Device ID	Client version	Endpoint	User	First seen	Last seen
Norman Jackson	Jabra	Engage 75 Stereo	2.1.1	9500CFB3DA76	1.3.4510.0	VM_Jackson	MAFINFO\Norman Jackson	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Thomas Johnson	Jabra	Engage 75 Stereo	2.1.1	AB9B1EB2284D	1.3.4510.0	VM_Johnson	MAFINFO\Thomas Johnson	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM



**Low quality devices** give a view of percentages of Good and Poor-quality calls by device model.



**Quality trend** gives a view of average quality from the devices and average Conversational MOS from the communication platform in hourly intervals throughout the day.

Filters can be applied to the dashboards, by Vendor or Model.

The 'Filters' dialog box is a dark-themed overlay with a title 'Filters'. It contains two input fields: 'Vendor' and 'Model'. Below the input fields, there are several icons for navigation and actions, including a search icon, a refresh icon, and a close icon. The text 'SEARCH' and 'CLOSE' are visible at the bottom right of the dialog.

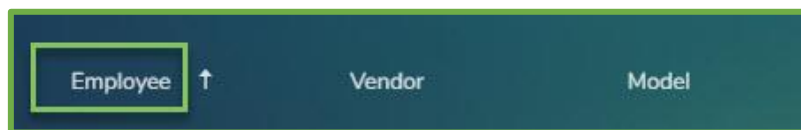


## Devices

The Devices section displays a list with all the Jabra and Poly devices in the organization.

Employee	Vendor	Model	Firmware	Device ID	Client version	Endpoint	User	First seen	Last seen
George Williams	Jabra	Engage 50 Mono	1.24.0	274360E8C248	1.3.4510.0	VM_Williams	MAFNFOGeorge Williams	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Charlie Thomas	Jabra	Engage 50 Stereo	1.24.0	1AC3FE38CFC	1.3.4510.0	VM_Thomas	MAFNFOCharlie Thomas	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Daniel Thompson	Jabra	Engage 65 Convertible	2.1.1	E004C8A5389D	1.3.4510.0	VM_Thompson	MAFNFODaniel Thomp...	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Alexander Wood	Jabra	Engage 65 Mono	2.1.1	261D2FDC412	1.3.4510.0	VM_Wood	MAFNFOAlexander Wood	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Jacob Brown	Jabra	Engage 65 Stereo	2.1.1	58F611FA3CD3	1.3.4510.0	VM_Brown	MAFNFOJacob Brown	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Ralph Walker	Jabra	Engage 75 Convertible	2.1.1	CE028D38F146	1.3.4510.0	VM_Walker	MAFNFORalph Walker	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Stephan Edwards	Jabra	Engage 75 Mono	2.1.1	F50E691C5588	1.3.4510.0	VM_Edwards	MAFNFOStephan Edwar...	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Norman Jackson	Jabra	Engage 75 Stereo	2.1.1	9500CFB3DA76	1.3.4510.0	VM_Jackson	MAFNFORnorman Jackson	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Jack Davies	Jabra	Evolve 20 Mono	3.2.0	3F1E6D636A78	1.3.4510.0	VM_Davies	MAFNFOJack Davies	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Hunter Roberts	Jabra	Evolve 20 Stereo	3.2.0	02798740282C	1.3.4510.0	VM_Roberts	MAFNFOHunter Roberts	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Alfie Hughes	Jabra	Evolve 20SE Mono	3.2.0	A48A68DA0CF7	1.3.4510.0	VM_Hughes	MAFNFOAlfie Hughes	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Clint Martin	Jabra	Evolve 20SE Stereo	3.2.0	4E4D9C93A318	1.3.4510.0	VM_Martin	MAFNFOClint Martin	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Harry Jones	Jabra	Evolve 30 II Mono	2.7.0	D001B85C21E7	1.3.4510.0	VM_Jones	MAFNFOHarry Jones	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Oscar Evans	Jabra	Evolve 30 II Stereo	2.7.0	E760DAE5E944	1.3.4510.0	VM_Evans	MAFNFOOscar Evans	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Mark Robinson	Jabra	Evolve 30 Mono	3.2.0	1D38DD30E150	1.3.4510.0	VM_Robinson	MAFNFOMark Robinson	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Andrew Lewis	Jabra	Evolve 30 Stereo	3.2.0	FA20A548E32E	1.3.4510.0	VM_Lewis	MAFNFOAndrew Lewis	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Oliver Smith	Jabra	Evolve 40B0	3.10.0	51036C1A8D53	1.3.4510.0	VM_Smith	MAFNFOOliver Smith	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Leo Wilson	Jabra	Evolve 65 Mono	2.47.0	290F98455E84	1.3.4510.0	VM_Wilson	MAFNFOLeo Wilson	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Aaron Wight	Jabra	Evolve 65 Stereo	2.47.0	F240DD0D29D	1.3.4510.0	VM_Wight	MAFNFOAaron Wight	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Edward Green	Jabra	Evolve 65R	2.25.0	FFCA6444493	1.3.4510.0	VM_Green	MAFNFOEdward Green	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Jasper Clarke	Jabra	Evolve 75	2.4.0	ED645F935FEE	1.3.4510.0	VM_Clarke	MAFNFOJasper Clarke	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM
Noah Taylor	Jabra	Evolve 75e	2.23.0	AF2CF0926448	1.3.4510.0	VM_Taylor	MAFNFONoah Taylor	5/1/2019 2:00:00 AM	7/17/2019 2:00:00 AM

The list can be sorted by any of the presented columns, by simply clicking on the column header. Once for ascending and again for descending.



## Firmware

The Firmware section displays a list with all the available firmware.

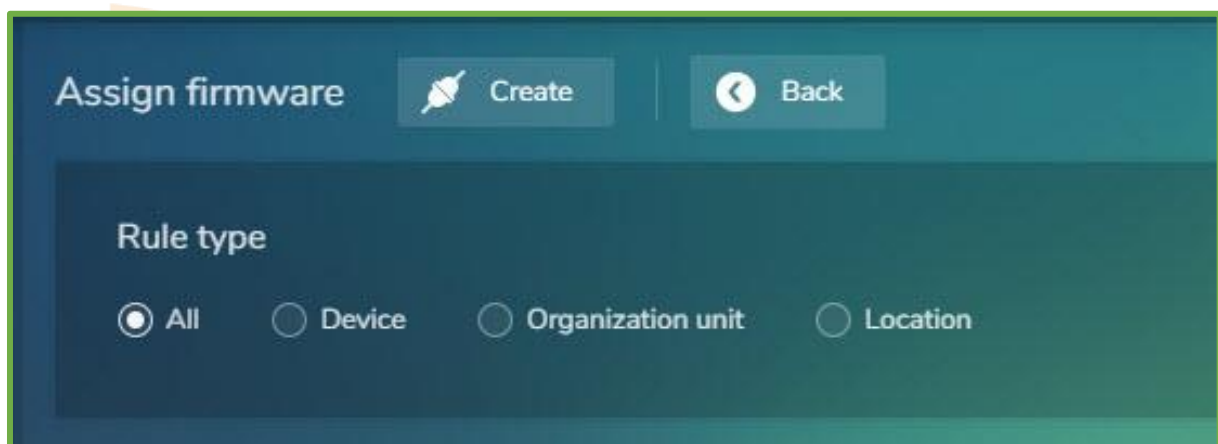
Vendor	Version	Description	Release date	Adoption	
Jabra	2.47.0	Firmware for Jabra Evolve 65 Mono models	Tuesday, January 22, 2019	4%	Edit
Jabra	2.47.0	Firmware for Jabra Evolve 65 Stereo models	Tuesday, January 22, 2019	4%	Edit
Jabra	2.1.1	Firmware for Jabra Engage 65 models	Friday, January 18, 2019	12%	Edit
Jabra	2.1.1	Firmware for Jabra Engage 75 models	Friday, January 18, 2019	16%	Edit
Jabra	2.0.5	Firmware for Jabra Engage 65 models	Tuesday, December 11, 2018	0%	Edit
Jabra	2.0.5	Firmware for Jabra Engage 75 models	Tuesday, December 11, 2018	0%	Edit
Jabra	1.24.0	Firmware for Jabra Engage 50 models	Tuesday, December 4, 2018	12%	Edit
Jabra	2.25.0	Firmware for Jabra Evolve 65R models	Thursday, November 8, 2018	4%	Edit
Jabra	3.10.0	Firmware for Jabra Evolve 40B0 models	Friday, October 26, 2018	4%	Edit
Jabra	1.9.19	Firmware for Jabra Engage 65 models	Wednesday, October 3, 2018	0%	Edit
Jabra	1.9.19	Firmware for Jabra Engage 75 models	Wednesday, October 3, 2018	0%	Edit
Jabra	1.22.0	Firmware for Jabra Engage 50 models	Wednesday, September 26, 2018	0%	Edit
Jabra	1.7.0	Firmware for Jabra LINK 860 models	Tuesday, September 25, 2018	0%	Edit
Jabra	1.21.0	Firmware for Jabra LINK 370 models	Friday, August 24, 2018	0%	Edit
Jabra	2.4.0	Firmware for Jabra Evolve 75 models	Thursday, August 23, 2018	8%	Edit
Jabra	2.23.0	Firmware for Jabra Evolve 75e models	Friday, August 17, 2018	4%	Edit
Jabra	1.12.0	Firmware for Jabra SPEAK 410 models	Friday, August 17, 2018	0%	Edit
Jabra	1.9.15	Firmware for Jabra Engage 65 models	Thursday, July 26, 2018	0%	Edit
Jabra	1.9.15	Firmware for Jabra Engage 75 models	Thursday, July 26, 2018	0%	Edit
Jabra	4.7.0	Firmware for Jabra Pro 9450 models	Friday, July 13, 2018	0%	Edit
Jabra	4.7.0	Firmware for Jabra Pro 9460/9465/9470 mod...	Friday, July 13, 2018	0%	Edit
Jabra	1.9.13	Firmware for Jabra Focus6 65 models	Thursday, June 28, 2018	0%	Edit

The list can be sorted by any of the presented columns, by simply clicking on the column header. Once for ascending and again for descending.



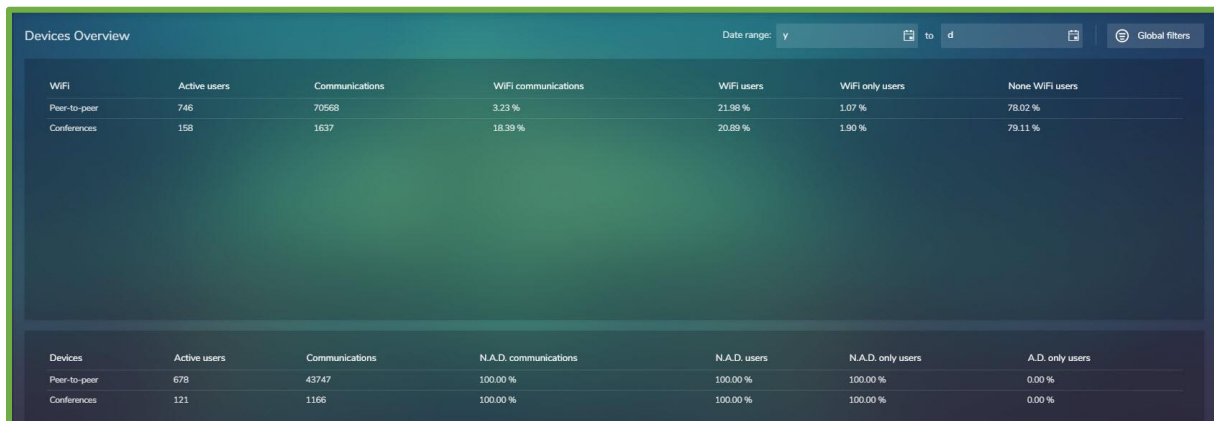
The Edit button presents details about the firmware version and provides the possibility to assign the firmware version to devices based on Device IDs, Organization Units and Locations.

Release date	Adoption	
Wednesday, July 18, 2012	0%	<a href="#">Edit</a>
Friday, October 12, 2012	0%	<a href="#">Edit</a>
Friday, October 12, 2012	0%	<a href="#">Edit</a>
Friday, November 30, 2012	0%	<a href="#">Edit</a>



## Device Overview

The Device Overview section displays an overview regarding calls made on WiFi or on Non-Approved Devices. Users can define the date range of the displayed information in the top right hand of the page.



WiFi						
	Active users	Communications	WiFi communications	WiFi users	WiFi only users	None WiFi users
Peer-to-peer	746	70568	3.23 %	21.98 %	1.07 %	78.02 %
Conferences	158	1637	18.39 %	20.89 %	1.90 %	79.11 %

Devices						
	Active users	Communications	N.A.D. communications	N.A.D. users	N.A.D. only users	A.D. only users
Peer-to-peer	678	43747	100.00 %	100.00 %	100.00 %	0.00 %
Conferences	121	1166	100.00 %	100.00 %	100.00 %	0.00 %

The fields shown are

### 1. WiFi

- Active Users      The number of users that have calls containing QoE data.
- Communications      Numbers of Peer-to-peer calls or conference legs that contain QoE data.
- WiFi communications      Percentage of Peer-to-peer calls or conference legs made on WiFi.
- WiFi users      Percentage of users that have at least one call made on WiFi.
- WiFi only users      Percentage of users that have made all their calls on WiFi.
- No WiFi users      Percentage of users that have no calls made on WiFi.

### 2. Devices

- Active users      The number of users that have calls containing Capture device information.
- Communications      Numbers of Peer-to-peer calls or conference legs that contain Capture device information.
- N.A.D. communications      Percentage of Peer-to-peer calls or conference legs made using a non-approved-device.
- N.A.D. users      Percentage of users that have at least one call made using a non-approved-device.
- N.A.D. only users      Percentage of users that have made all their calls using a non-approved-device.
- No N.A.D. users      Percentage of users that have no calls made on using a non-approved-device.



## Who we are

Formed in 2000, MAF InfoCom™ is a leading innovative technology provider with over two decades experience delivering solutions for Unified Communications and Collaboration including Monitoring, Analytics, Reporting, Recording, Headset & Device Management and DID Management.

We serve tens of thousands customers around the globe, in a large variety of branches. We have installations in over 50 countries ranging from SME's to multi-national global enterprises. In Europe MAF InfoCom™ is the largest provider of UC reporting solutions.

With the market trend towards Unified Communications and Collaboration we expand our sales across the globe rapidly. Our solutions work with every major UC&C technology.

Our solutions are offered from the Cloud, On-Premises and Partner Hosted to enable our customers and partners to choose the best model for their needs.

### MAF ICIMS™

UC&C Monitoring Analytics & Reporting

### MAF ICIMS CC™

Live Wallboards, Real Time Agent Status

### MAF NMS™

Number Management System, DID Range Management

### MAF UCR™

Microsoft Teams Voice Recorder

### MAF DMS™

Inventory Management for Headset and Devices

### MAF QMS™

Microsoft Teams Call Queue Management System