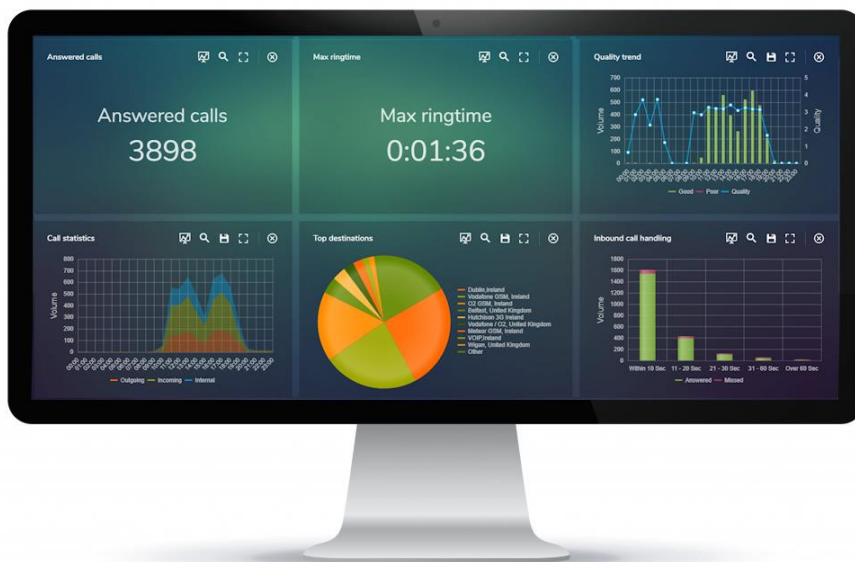


MAF ICIMS™

Calls Monitor Tutorial

Monitoring, Analytics
and Reporting for UC&C

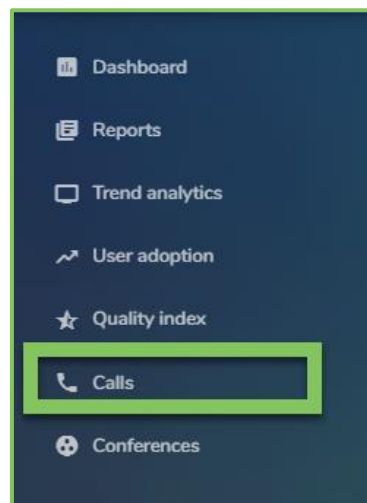


About

MAF ICIMS™ is a monitoring and reporting tool which delivers a 360-degree view of Unified Communications usage and associated costs. Trends in the usage of voice, video, IM, conferences, file transfers and application sharing can be tracked to highlight user acceptance, performance metrics and cost savings which enables more effective use of resources. The tool is easy to use, displaying information in a simple to view format suitable for use by any employee within an organization, removing the need for any time-consuming manual processes.

Accessing Calls Monitor

To access the monitor, simply choose Calls from the left side panel.

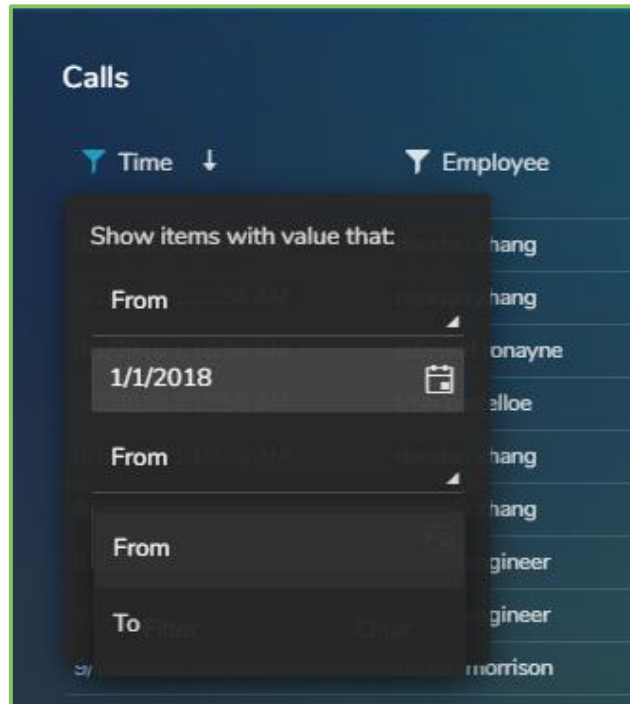


Calls

Calls sections displays a list with all the calls, in a detailed format for the last 7 days, by default

Time	Employee	Organization unit	Number	Direction	Ringtime	Duration	Service type	Quality
9/1/2018 1:28:16 AM	dandan zhang	Support	+17165742658	Out	0:00:22	0:00:49	Voice	Good
9/1/2018 1:21:54 AM	dandan zhang	Support	+14046596500	Out	0:00:06	0:04:06	Voice	Good
9/1/2018 1:15:56 AM	edmund ronayne	VIP	tony.cordon@codesoftware.net	Internal	0:00:00	0:02:01	IM	Good
9/1/2018 1:15:56 AM	trish costelloe	Sales	edmund.ronayne@codesoftware.net	Internal	0:00:00	0:02:01	IM	Good
9/1/2018 1:12:19 AM	dandan zhang	Support	+14046596500	Out	0:00:07	0:09:18	Voice	Good
9/1/2018 1:08:49 AM	dandan zhang	Support	+14046596500	Out	0:00:06	0:02:56	Voice	Good
9/1/2018 1:01:05 AM	oncall_engineer	Marketing	+353866040481	Out	0:00:13	0:00:38	Voice	Good
9/1/2018 1:01:02 AM	oncall_engineer	Marketing	+353214615728	In	0:00:17	0:00:38	Voice	Good
9/1/2018 12:42:09 AM	darren moorison	Australia	+35316714444	In	0:00:02	0:00:00	Voice	Good
9/1/2018 12:42:08 AM	angus potterton	Accounting	+35316714444	In	0:00:04	0:00:58	Voice	Good
9/1/2018 12:35:11 AM	doug meads	Sales	nicola.kearney@codesoftware.net	Internal	0:00:02	0:08:11	Voice	Good
9/1/2018 12:35:11 AM	nicola kearney	Accounting	doug.meads@codesoftware.net	Internal	0:00:02	0:08:11	Voice	Good
9/1/2018 12:35:08 AM	nicola kearney	Accounting	doug.meads@codesoftware.net	Internal	0:00:00	0:08:19	IM	Good
9/1/2018 12:35:08 AM	doug meads	Sales	nicola.kearney@codesoftware.net	Internal	0:00:00	0:08:19	IM	Good
9/1/2018 12:34:43 AM	nicola kearney	Accounting	doug.meads@codesoftware.net	In	0:00:20	0:00:32	Voice	Good
9/1/2018 12:34:32 AM	nicola kearney	Accounting	doug.meads@codesoftware.net	Internal	0:00:05	0:10:00	IM	Good
9/1/2018 12:34:32 AM	doug meads	Sales	nicola.kearney@codesoftware.net	Internal	0:00:05	0:10:00	IM	Good
9/1/2018 12:30:23 AM	nicola kearney	Accounting	Conf. Bridge	Internal	0:00:00	0:00:08	Voice	Good
9/1/2018 12:30:22 AM	nicola kearney	Accounting	Conf. Bridge	In	0:00:00	0:00:08	Voice	Good
9/1/2018 12:30:17 AM	nicola kearney	Accounting	Conf. Bridge	Internal	0:00:00	0:00:14	IM	Good
9/1/2018 12:29:49 AM	ireland_dialin_in2tail	IT	nicola.kearney@codesoftware.net	In	0:00:00	0:00:29	Voice	Good
9/1/2018 12:29:47 AM	sebastian wawrzyniak	Assistance	nicola.kearney@codesoftware.net	In	0:00:00	0:00:02	Voice	Good

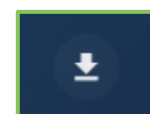
There is the option to apply filter: by time, employee, organization unit, dialed number, direction, service type and quality.



Clicking on the date and time will redirect into the call details page where all the information regarding caller and callee are displayed.

Time	Employee	Organization unit
9/1/2018 1:28:16 AM	dandan zhang	Support
9/1/2018 1:21:54 AM	dandan zhang	Support
9/1/2018 1:15:56 AM	edmund ronayne	VIP
9/1/2018 1:15:56 AM	trish costelloe	Sales
9/1/2018 1:12:19 AM	dandan zhang	Support
9/1/2018 1:08:49 AM	dandan zhang	Support
9/1/2018 1:01:05 AM	oncall_engineer	Marketing
9/1/2018 1:01:02 AM	oncall_engineer	Marketing
9/1/2018 12:42:09 AM	darren morrison	Australia
9/1/2018 12:42:08 AM	angus potterton	Accounting
9/1/2018 12:35:11 AM	doug meads	Sales

The report can be downloaded by clicking on the following icon:





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