MAF ICIMS™

Conferences Monitor Tutorial

## Monitoring, Analytics and Reporting for UC&C

MAF InfoCom™
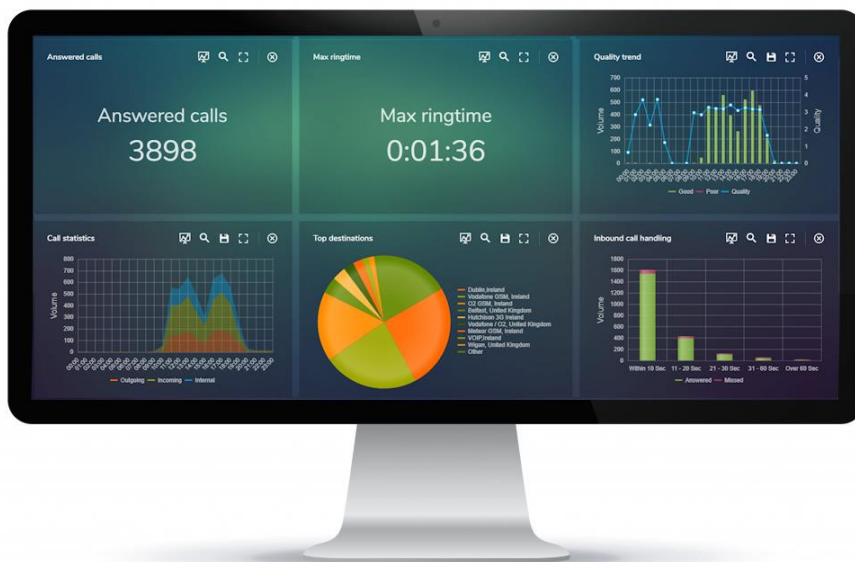
About MAF ICIMS™

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 the Conferences Monitor

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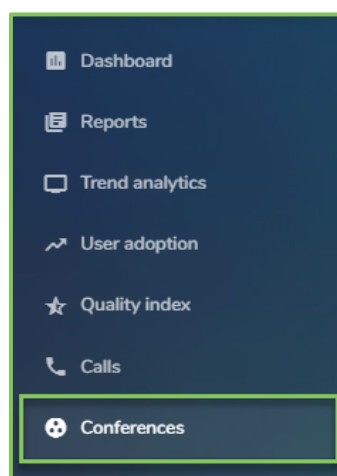
Conferences Monitor

The conferences section displays a list with all the conferences, in a detailed format for the last 7 days, by default.

Expanding each conference with show the participants along with join time, duration, service type used and quality of the call.

Participant	Time ↑	Duration	Service type	Quality
9/1/2018 12:04:30 AM			2	0:29:58
doug meads	9/1/2018 12:04:30 AM	0:23:24	IM	Good
doug meads	9/1/2018 12:04:43 AM	0:23:08	Voice	Good
nicola kearney	9/1/2018 12:05:43 AM	0:22:27	IM	Good
nicola kearney	9/1/2018 12:05:48 AM	0:21:39	Voice	Good
nicola kearney	9/1/2018 12:05:49 AM	0:21:39	Voice	Good
nicola kearney	9/1/2018 12:27:31 AM	0:00:39	Voice	Good
doug meads	9/1/2018 12:27:55 AM	0:06:33	IM	Good
nicola kearney	9/1/2018 12:30:17 AM	0:00:14	IM	Good
nicola kearney	9/1/2018 12:30:22 AM	0:00:08	Voice	Good
nicola kearney	9/1/2018 12:30:23 AM	0:00:08	Voice	Good

Page 1 of 1   1 - 10 of 10 items

Filters can be applied by time and the table can be sorted by Time, Organizer, Participants or Duration.
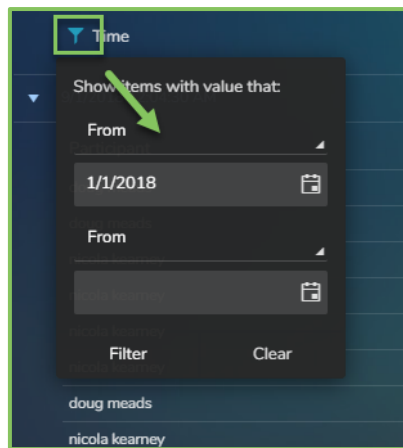
Clicking on the date and time of the conference will redirect into the conference details page where details about the organizer, an overview of the conference and a graph with the conference flow are presented.
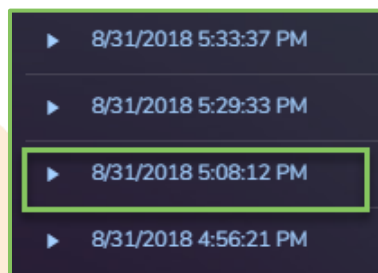
Conference details 8/31/2018 5:08:12 PM

Shane Ayres

Organization unit:	Sales
Extension:	shane.ayres@codesoftware.net
Email:	shane.ayres@codesoftware.net

Overview

Start time:	8/31/2018 5:08:12 PM
End time:	8/31/2018 10:25:08 PM
Duration:	5:16:56
Participants:	7
AV participants:	0
PSTN participants:	0
App sharing participants:	0
IM participants:	7

| 5:07 PM | 5:12 PM | 5:17 PM | 5:22 PM | 5:27 PM | 5:32 PM | 5:37 PM | 5:42 PM | 5:47 PM | 5:52 |

shane ayres (IM)
05:08:12 - 07:32:02

oran lawton (IM)
05:08:21 - 06:25:14

daryl lawlor (IM)
05:08:21 - 06:55:16

rory gildea (IM)
05:08:26 - 10:25:08

rebecca fenlon (IM)
05:08:38 - 07:16:39

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

Call details 8/31/2018 5:08:12 PM

Shane Ayres - Caller

Title:	
Organization unit:	Sales
Extension:	shane.ayres@codesoftware.net
Client type:	Lync Client
Location:	

Undefined - Callee

Title:	
Organization unit:	Undefined
Extension:	Conf. Bridge
Client type:	Lync Client
Location:	

Overview   View flow

Service type:	IM
Time:	5:08:12 PM
Ringtime:	0:00:00
Duration:	2:23:50
Call type:	Conference Conference organizer
Quality:	Good

Network

Network MOS:	0.00
Diagnostic ID:	52093
Error category:	Expected failure
Error description:	The signaling session was terminated due to a loss of network. This typically occurs when a wireless connection drops or a machine enters hibernation mode. Audio calls will typically continue if audio is still flowing. If the network dropped, the client will attempt to re-establish and send any queued instant messages once connectivity is restored.

Devices   Quality   Trace route

Caller	Callee
URI:	URI:
PAI:	PAI:

MAF InfoCom™

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