

# MAF ICIMS™

## Dashboards & Monitors

Monitoring, Analytics  
and Reporting for UC&C



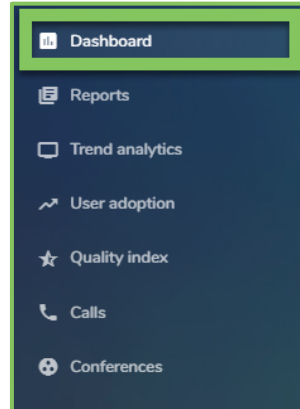
The **Dashboard** shows a snapshot of system and employee performance, it is configurable to individual user requirements ensuring the relevance of the information displayed. Although not real time the dashboard is updated approximately every 60 seconds although this frequency can be altered. The **System Monitor** gives an overall view of User Adoption and Quality for a defined date range and the **Call Detail Monitor** gives comprehensive device and quality details for a selected call.

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## Dashboard

It is possible to navigate to the Dashboard from anywhere in MAF ICIMS™ using the navigation menu found in the left-hand side of the screen.



By default, the dashboard layout and associated filters will be the last ones used by the users.



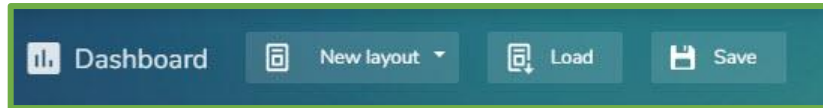
At the top of the screen are 4 buttons: Date, New Layout, Load Layout and Save Layout.

**Date**

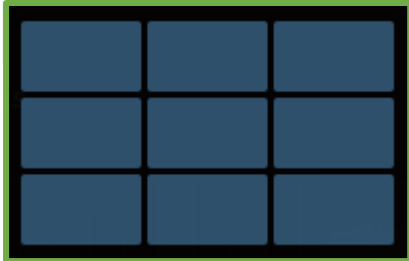


It is possible to select any date for the Dashboard to view historical data instead of the current day.

## New Layout

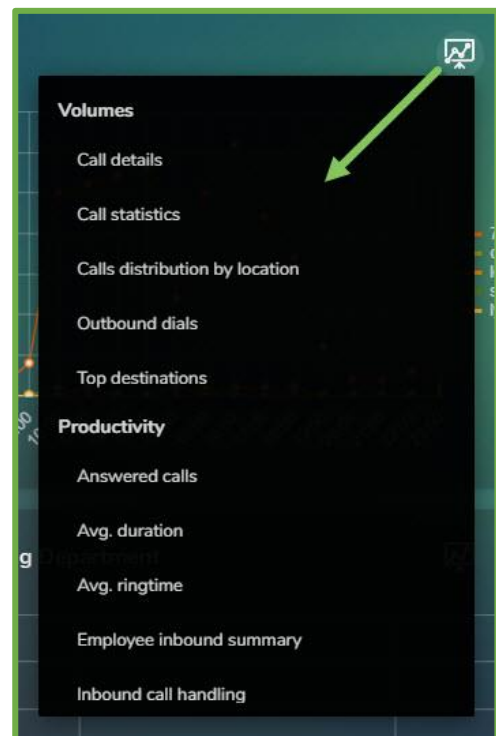


Users can select how many dashboards are displayed on the screen and the required dashboards.

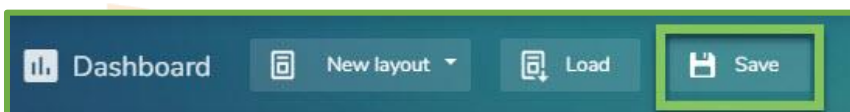


The number of dashboards is selected by highlighting the squares varying from a single dashboard to 3 x 3. In the example on the left, 2 x 2 dashboards will be displayed. It also possible to further configure the screen layout by closing those unwanted dashboards directly from the user interface.

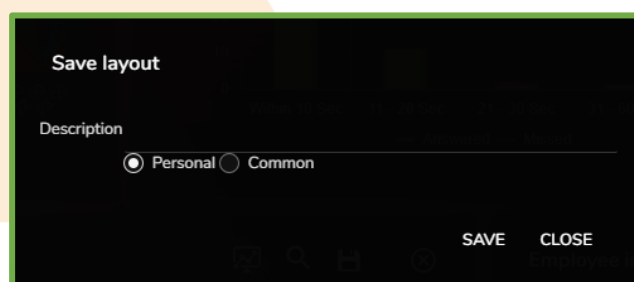
The dashboard type is selected from the icons and names presented. A full description of each dashboard can be seen later in this tutorial.



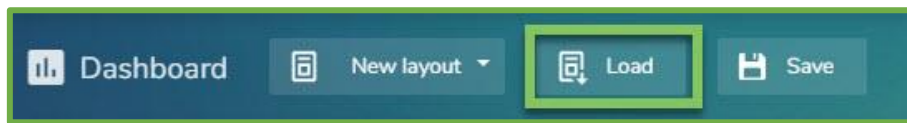
## Save Layout



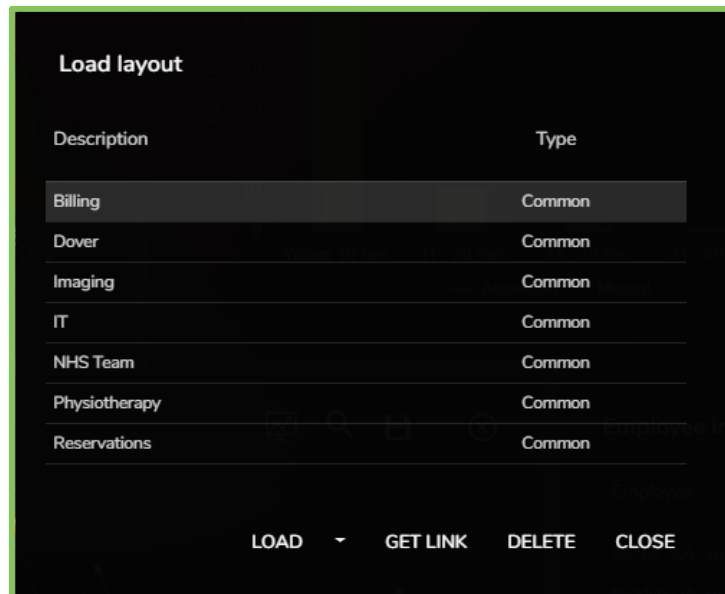
Once users are happy with the overall layout of the screen the format can be saved with a user defined name for quick future access. The dashboard can be saved as Personal to just the defining user or made available to all users by selecting the Common button.



## Load Layout

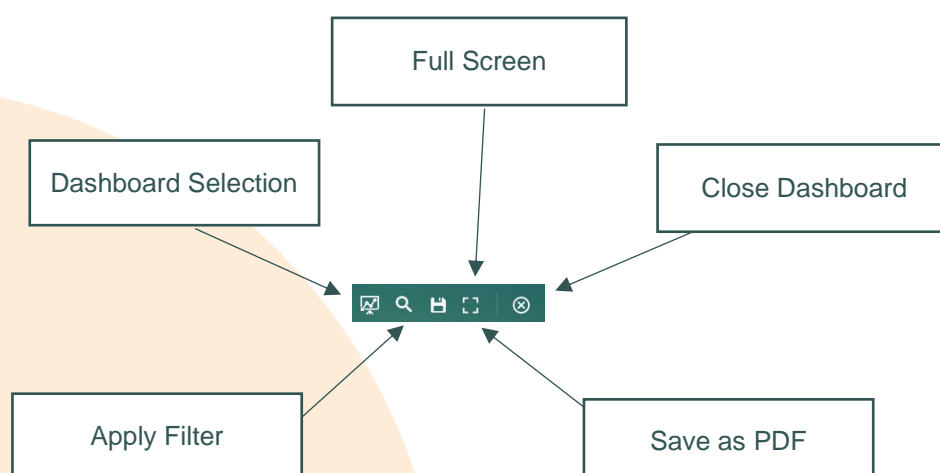


Access to saved layouts is made by highlighting to required layout and double clicking or pressing Load seen in the example below.



## Dashboard Functionality

Each dashboard has 5 associated options; change the dashboard type, add filters directly to the dashboard, save an image of the dashboard as a PDF, full screen, close the dashboard.



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

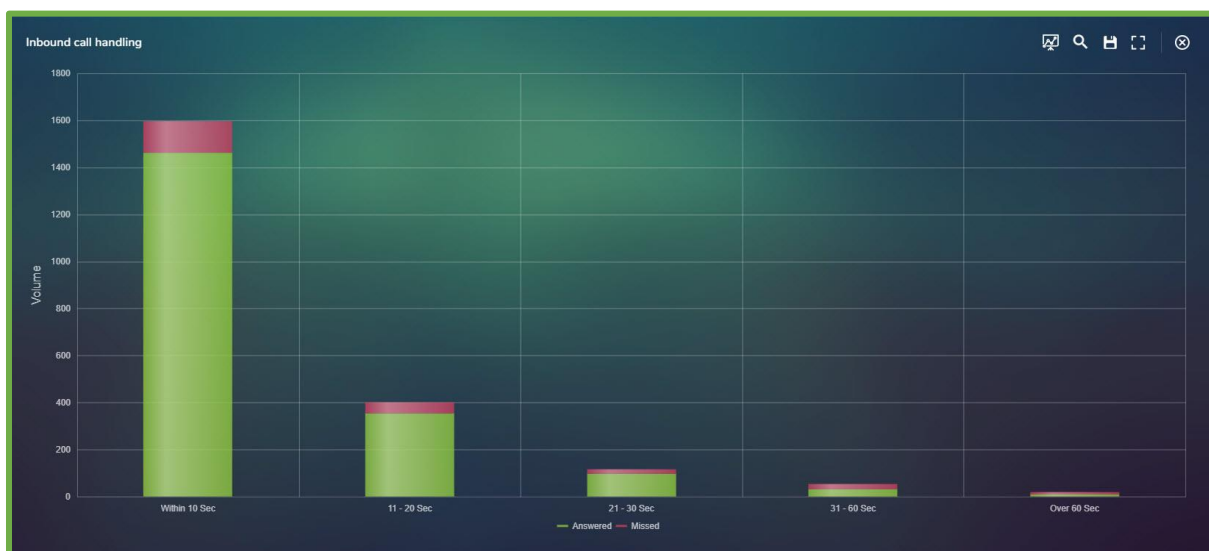
It is possible to generate a full report directly from the dashboards simply by clicking on the relevant area on the chart. The ad-hoc report can then be saved as MS Excel, PDF or Word and navigated around using the page direction arrows and Find | Next area at the top of the report.

Global filters may be applied by clicking on the following button



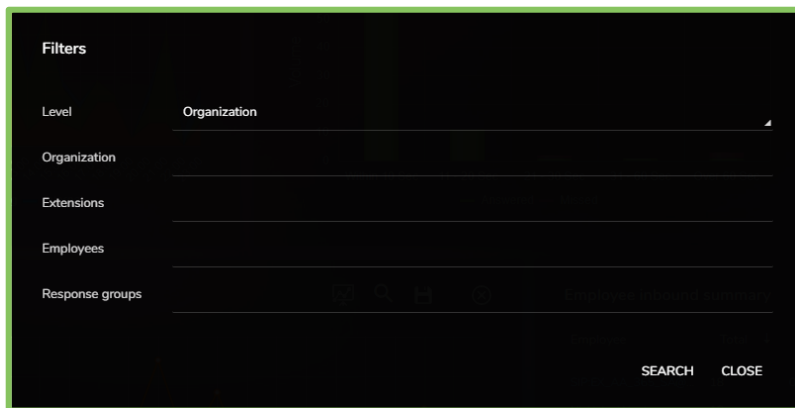
## Dashboard Types

### Inbound Call Handling



This gives a view of the total call volumes handled within a ring time. As a default this includes both Answered and Missed calls however by clicking on the Answered or Missed at the bottom of the chart, they can be de-selected as required.

Filters can be applied directly on to the dashboard on Extensions, Employees, Organization, Level (This selects the Organizational Unit criteria) and Response Groups.



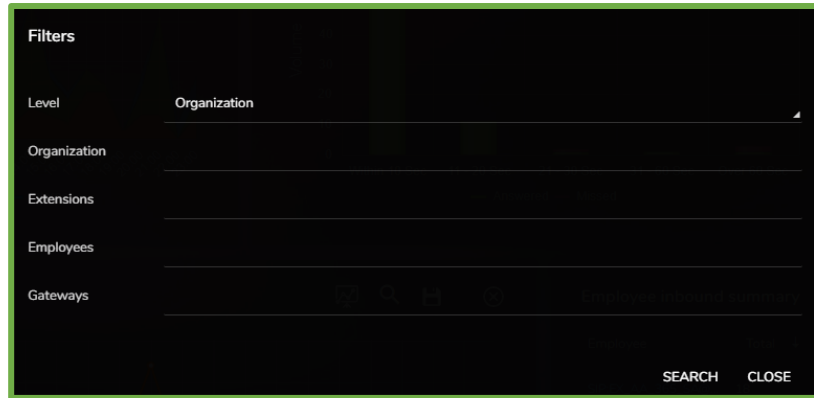
A full report can be generated directly from the dashboard. For example, to view Missed calls with a Ring time over 60 seconds you deselect Answered calls and Click on the Over 60 Sec area of the chart. The reports display Extension, Employee, Time, Duration, Ring time, CLID and Destination.

### Call Statistics



This gives a view of the total Number of calls for different directions: Outgoing, Incoming and Local (Internal). Clicking on the key at the bottom will deselect the call direction from the chart.

Filters can be applied directly on Extensions, Employees, Organization, Level (This selects the Organizational Unit criteria), Gateways and Federated calls.



A full report can be generated directly from the dashboard. This will show the individual call information for a selected call direction for an hour period. The direction and time is selected for the report by mousing over the relevant area on the chart and clicking. The fields displayed on the report are Extension, Employee, Time, Duration, Call type, Dialed number and Destination.

## Call Details

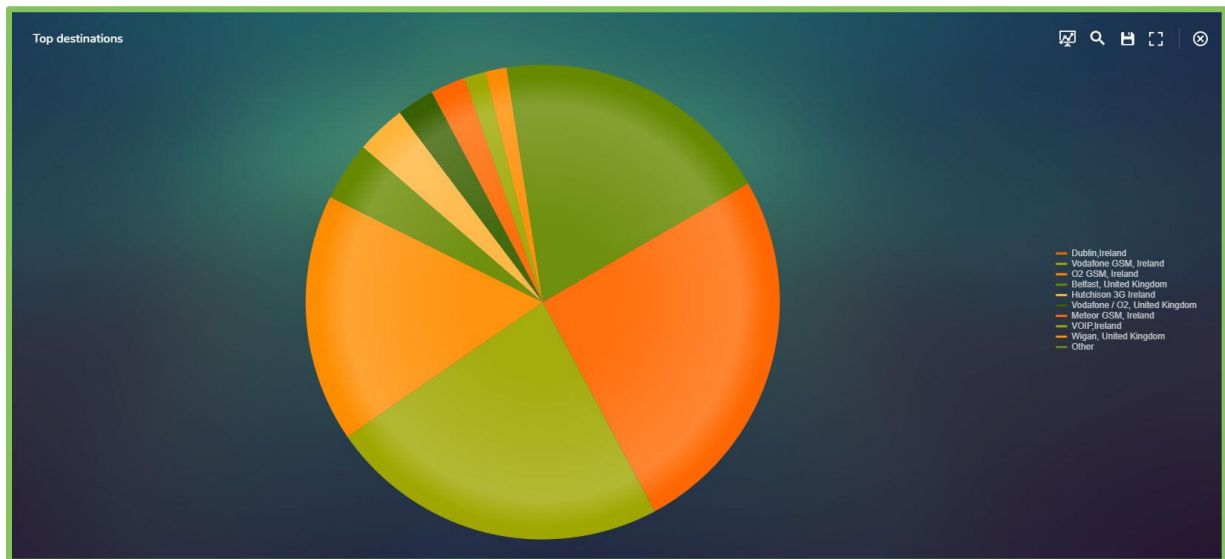
Employees	Time ↓	Ringtime	Duration	Direction	Number	Destination	Quality
angus.potterton	11:42:08 PM	0:00:04	0:00:58	In	+35316714444	Dublin,Ireland	Good
doug meads	11:35:11 PM	0:00:02	0:08:11	Internal	nicola.kearney@codesoftware.net		Good
nicola kearney	11:35:11 PM	0:00:02	0:08:11	Internal	doug.meads@codesoftware.net		Good
nicola kearney	11:34:43 PM	0:00:20	0:00:32	Internal	doug.meads@codesoftware.net		Good
doug meads	11:34:43 PM	0:00:20	0:00:32	Internal	nicola.kearney@codesoftware.net		Good
nicola kearney	11:30:23 PM	0:00:00	0:00:08	Internal	Conf. Bridge		Good
nicola kearney	11:30:22 PM	0:00:00	0:00:08	Internal	Conf. Bridge		Good
nicola kearney	11:29:49 PM	0:00:00	0:00:29	Internal	ireland_dialin_in2tel@codesoftware.net		Good
ireland_dialin_in2tel	11:29:49 PM	0:00:00	0:00:29	Internal	nicola.kearney@codesoftware.net		Good
doug meads	11:27:44 PM	0:00:10	0:00:04	Internal	nicola.kearney@codesoftware.net		Good
nicola kearney	11:27:44 PM	0:00:10	0:00:04	Internal	doug.meads@codesoftware.net		Good
nicola kearney	11:27:31 PM	0:00:00	0:00:39	Internal	Conf. Bridge		Good
nicola kearney	11:05:49 PM	0:00:00	0:21:39	Internal	Conf. Bridge		Good
nicola kearney	11:05:48 PM	0:00:00	0:21:39	Internal	Conf. Bridge		Good
nicola kearney	11:05:17 PM	0:00:00	0:00:26	Internal	ireland_dialin_in2tel@codesoftware.net		Good
ireland_dialin_in2tel	11:05:17 PM	0:00:00	0:00:26	Internal	nicola.kearney@codesoftware.net		Good
doug meads	11:04:43 PM	0:00:00	0:23:08	Internal	Conf. Bridge		Good
Conf. Bridge1024	11:04:43 PM	0:00:00	0:23:08	Internal	doug.meads@codesoftware.net		Good
howard roberts	10:50:49 PM	0:00:09	0:00:00	In	+353857186667	Mitacor GSM, Ireland	Good
ireland_dialin_in2tel	10:36:51 PM	0:00:00	0:00:21	Internal	nicola.kearney@codesoftware.net		Good

Detailed information is displayed for each call in this table. The fields shown are Extension, Employee, Time, Ring time, Duration, Direction, Dialed Number / CLID (Calling Line Identification), Destination and Quality. The call quality is defined by the Microsoft identifier of either Good or Poor quality, all Poor-quality calls are highlighted in red. The final column opens the Call Detail Monitor for that call, details of this can be seen later in this tutorial.

By default, calls are in chronological order, but sorting can be applied to any field. For example, you may want to view the longest duration call first through to the shortest duration. This is achieved by clicking on the arrow in the Duration field title and selecting Descending.



## Top Destinations



This gives a view of the total Number of calls to different destinations. The destinations are taken from the UC Analytics phone directory which is preloaded with this information. Clicking on the key at the right of the chart will deselect that destination from the chart.

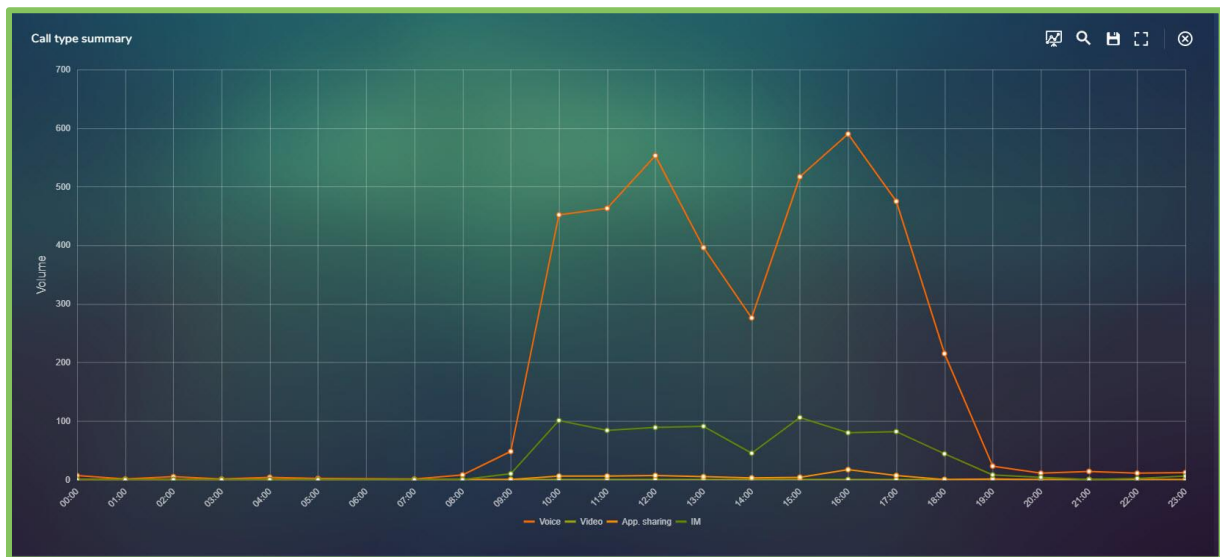
Filters can be applied directly on Extensions, Employees, Organization, Level (This selects the Organizational Unit criteria), Phones (Location), Phone groups (Directory groups) and general filter can be either Phones or Groups.

The 'Filters' dialog box includes the following fields and options:

- Level: Organization
- Organization: [Empty field]
- Extensions: [Empty field]
- Employees: [Empty field]
- Destinations: [Empty field]
- Directory groups: [Empty field]
- Group by:  Destinations  Directory groups
- SEARCH CLOSE

A full report can be generated directly from the dashboard. This will show the individual call information for a selected location for the day. The location is selected for the report by mousing over the relevant area on the chart. The fields displayed on the report are Extension, Employee, Time, Duration, Dialed number and Destination.

## Call Type Summary



This gives a view of volumes of the different available modes of communication: Audio, Video, App. Sharing and IM. Clicking on the key at the bottom of the chart will deselect that mode from the chart.

Filters can be applied directly on Extensions, Employees, Organization, Level (This selects the Organizational Unit criteria), Gateways and call Direction.

**Filters**

Level:

Organization:

Extensions:

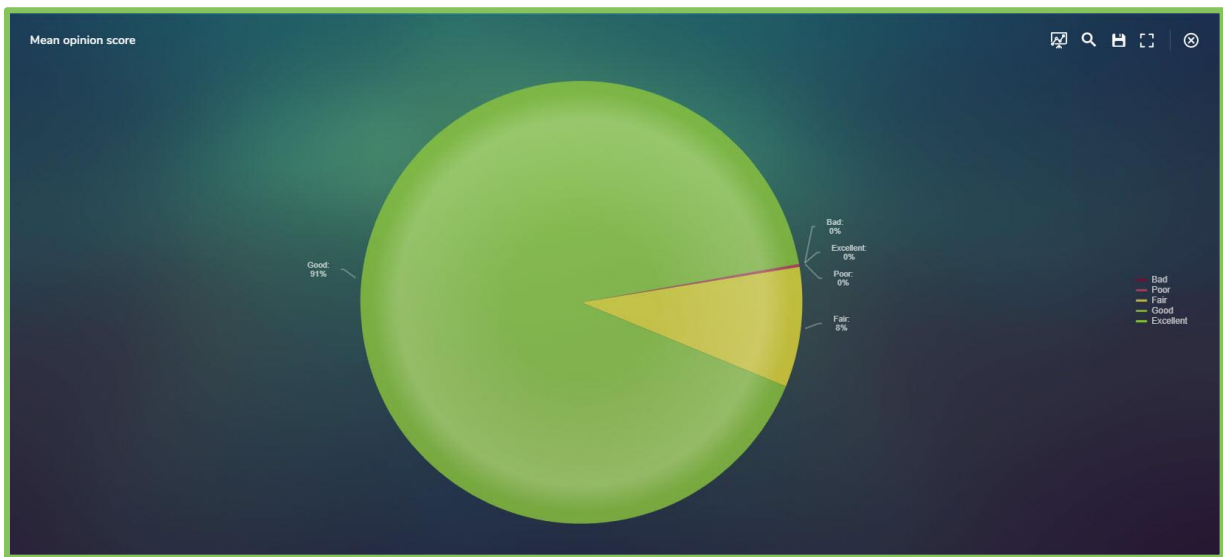
Employees:

Direction:  Outgoing  Incoming  Internal

SEARCH CLOSE

A full report can be generated directly from the dashboard. This will show the individual call information for a selected call type for an hour. The call type and time is selected for the report by mousing over the relevant area on the chart. The fields displayed on the report are Extension, Employee, Time, Duration, Dialed number and Destination.

## Mean Opinion Score



This gives a view of number of calls with a given MOS criteria: Bad, Poor, Fair, Good or Excellent. Clicking on the key at the right of the chart will deselect that MOS criteria from the chart.

A filter can be applied directly allowing a choice of Gateway(s) or SBC(s).

A 'Filters' dialog box with a dark background. It contains a text input field labeled 'Gateways'. At the bottom right, there are two buttons: 'SEARCH' and 'CLOSE'.

A full report can be generated directly from the dashboard. This will show the individual call information for a selected MOS criteria for that day. The MOS criteria is selected for the report by mousing over the relevant area on the chart and clicking. The fields displayed on the report are Extension, Employee, Time, Gateway, Direction, Dialed number, Destination and MOS.

## Inbound Call Summary

Employee inbound summary

Employee	Total ↓	Missed	Avg. ringtime	Peak ringtime	Avg. duration	Peak duration
bocconnor	228	0	0:00:07	0:00:38	0:00:49	0:06:13
matthew	102	0	0:00:13	0:01:28	0:00:41	0:06:17
maurice curry	76	0	0:00:09	0:01:18	0:00:53	0:06:13
mairiad lyne	75	48	0:00:07	0:01:14	0:00:06	0:02:02
sharon hayes	75	63	0:00:06	0:00:54	0:00:05	0:03:24
Conf. Bldg1024	64	0	0:00:00	0:00:00	0:18:40	1:00:41
xosko italy@um	61	60	0:00:10	0:00:50	0:00:01	0:01:01
brian mcglew	54	0	0:00:08	0:00:31	0:02:46	0:15:36
stephanie	51	49	0:00:10	0:00:52	0:00:02	0:01:22
jack sheridan	47	43	0:00:08	0:00:29	0:00:09	0:04:16
brid graham	45	0	0:00:05	0:00:15	0:02:41	0:15:52
mary mcCarthy	44	37	0:00:06	0:00:21	0:00:44	0:27:50
stephenm	41	40	0:00:08	0:00:15	0:00:00	0:00:07
michael murray	40	40	0:00:07	0:00:15	0:00:00	0:00:00
caroline roberts	39	24	0:00:08	0:00:43	0:00:14	0:03:30
bridget whyte	38	38	0:00:00	0:00:00	0:00:00	0:00:00
anne webb	38	38	0:00:00	0:00:00	0:00:00	0:00:00
ronan odwyer	38	37	0:00:06	0:00:13	0:00:00	0:00:00
jane mcDonald	36	36	0:00:00	0:00:00	0:00:00	0:00:00
yvonne murray	35	32	0:00:06	0:00:20	0:00:51	0:19:20

Page 1 of 1

1 - 50 of 50 items

Summary inbound call information for employees is shown in this table. The fields displayed are Employee, Total calls, Missed calls, Avg. ring time, Peak ring time, Avg. duration (talk time) and Peak duration (Talk Time). You can navigate the table at the bottom using > to advance one page and >> to go directly to the final page and it is possible to use the scroll bar to move up and down the records.

By default, calls are displayed with the highest Total calls first, but sorting can be applied to any field. For example, you may want to view the highest number of missed calls first through to the least number of missed calls. This is achieved by clicking on the arrow in the Missed calls field title and selecting Descending. You can identify the sort field on the table with the down arrow in the field title.

Filters can be applied directly on Extensions, Employees, Organization, Level (This selects the Organizational Unit criteria), Dialed numbers and call direction.

**Filters**

Level

Organization

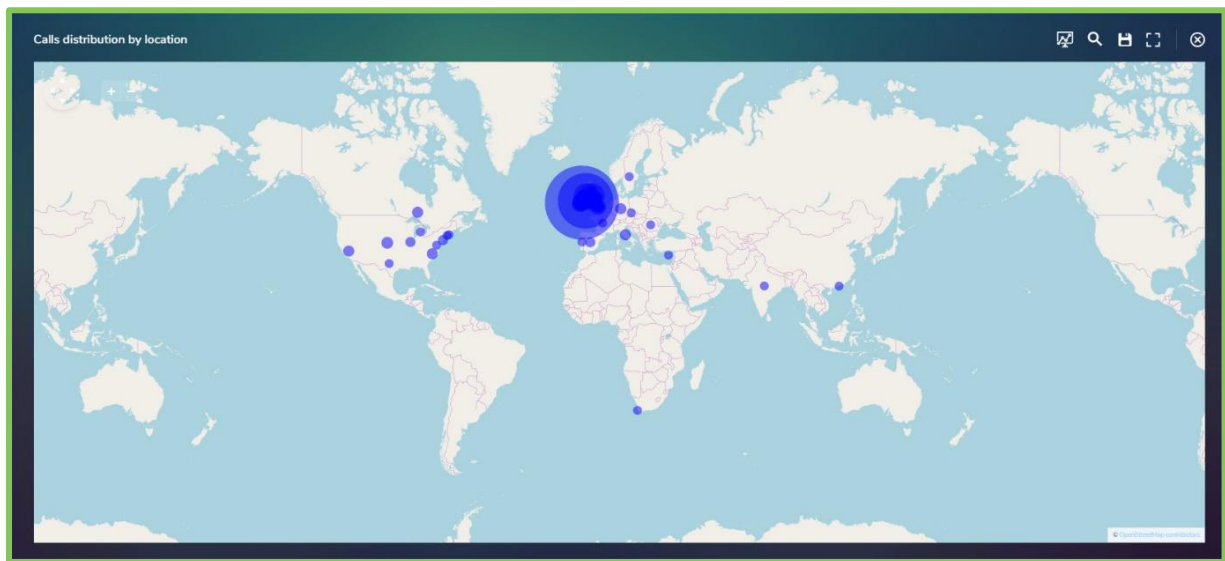
Employees

Response groups

SEARCH CLOSE

A full report can be generated directly from the table. This will show the individual call information for the selected employee for that day. The employee is selected by clicking on the employee name from the table. The fields displayed on the report are Extension, Time, Duration, Ring time, Response group, Call type and Dialed number (CLID).

## Call Distribution by Location

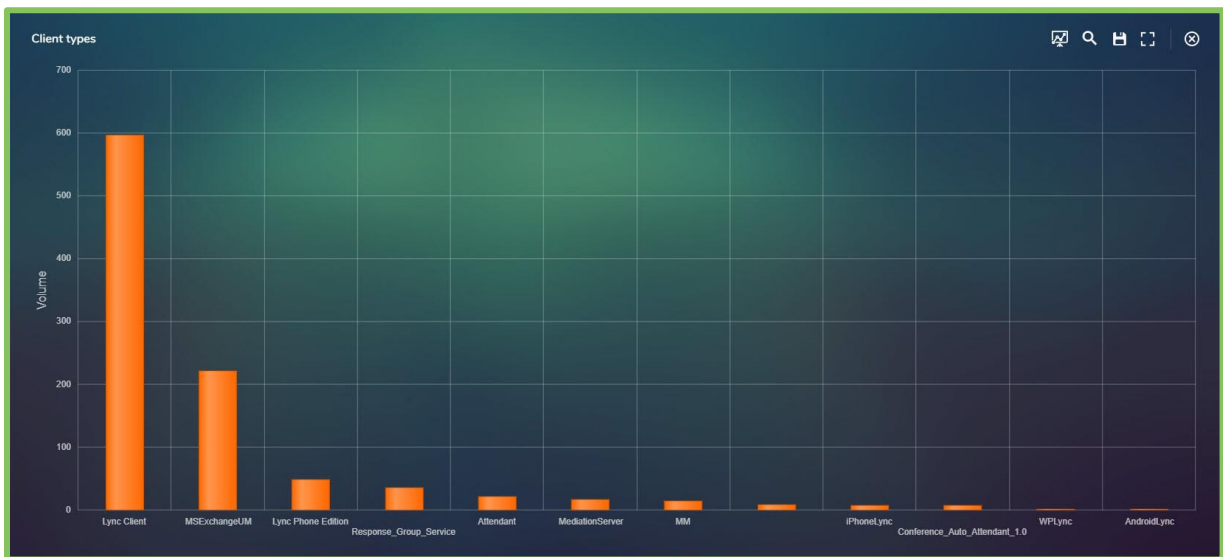


This displays a heat map of calls where the larger the red dot the larger call volumes. It is possible to zoom in to specific regions and the position of the map can be changed by holding the mouse button and dragging the map to the desired position.

Filters can be applied directly on Extensions, Employees, Organization, Level (This selects the Organizational Unit criteria), Gateways, Regions and call Direction.

Filters	
Level	Organization
Organization	
Extensions	
Employees	
Regions	
Direction	<input checked="" type="radio"/> Outgoing <input type="radio"/> Incoming
SEARCH CLOSE	

## Client Types



This gives a view of the volumes of the different client types that are being used to access Skype for Business. Examples of client type are the Lync Client, iPhone, iPad, Windows phone and many others.

Filters can be applied directly on Organization and Level (This selects the Organizational Unit criteria).

**Filters**

Level:

Organization:

SEARCH CLOSE

## Quality Trend



This gives a view of average Mean Opinion Score (MOS) in hourly intervals throughout the day.

Filters can be applied directly on gateways.

## Outbound Dials

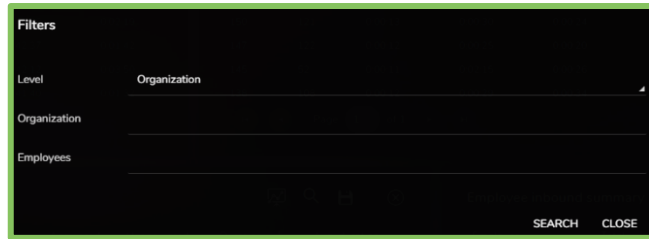
Employee	Organization unit	Total	Answered	Unanswered	Duration	Avg. duration
dandan zhang	Support	5	5	0	2:35:42	0:31:08
wagner brito	Tech	32	32	0	1:51:26	0:03:28
yvonne murray	VIP	17	17	0	1:24:44	0:04:59
trishree	Sales	10	10	0	1:23:26	0:08:20
paul donaghy	IT	5	5	0	1:21:13	0:16:14
maria cummins	Marketing	20	20	0	1:08:34	0:03:25
alan brady	Management	6	6	0	1:02:56	0:10:29
david blacoe	IT	1	1	0	0:59:03	0:59:03
stuart kane	VIP	4	4	0	0:56:22	0:14:05
training pc	Code Romania	17	17	0	0:55:06	0:03:14
ben morgan	VIP	28	28	0	0:53:30	0:01:54
david dooley	Code Romania	1	1	0	0:51:32	0:51:32
pankaj kumar	Management	15	15	0	0:50:16	0:03:21
colin power	IT	5	5	0	0:48:49	0:09:45
carol farrell	Sales	12	12	0	0:47:37	0:03:58
claire mcdonald	Germany	6	6	0	0:45:57	0:07:39
voxyro	Australia	8	8	0	0:44:29	0:05:33
jack fox	VIP	11	11	0	0:42:02	0:03:49
aisling mackey	Italy	4	4	0	0:41:00	0:10:15
lorna odriscolli	Germany	10	10	0	0:38:34	0:03:51

Summary outbound dials information for employees is shown in this table. The fields displayed are Employee, Total dials, Answered, Unanswered, Talk time, Average talk time. You can navigate the table at the bottom using > to advance one page and >> to go directly to the final page and it is possible to use the scroll bar to move up and down the records.

Total	Answered	Unanswered	Duration	Avg. duration
-------	----------	------------	----------	---------------

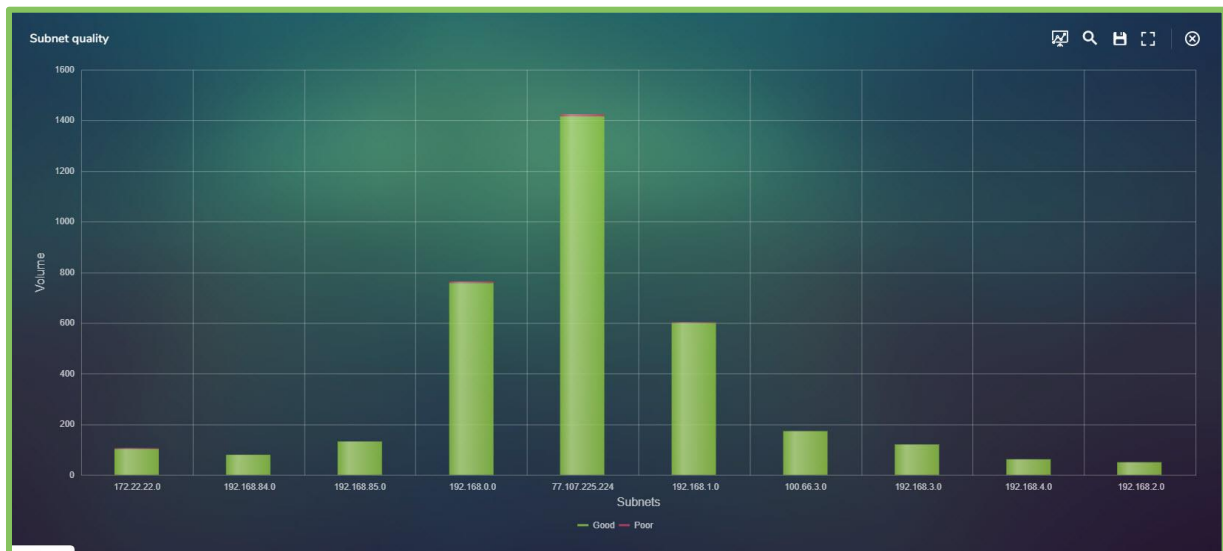
By default, calls are displayed with the highest Talk time first, but sorting can be applied to any field. For example, you may want to view the highest number of Total dials first through to the least number of Total dials. This is achieved by clicking on the arrow in the Total dials field title and selecting Descending. You can identify the sort field on the table with the down arrow in the field title.

Filters can be applied directly on Organization, Level (This selects the Organizational Unit criteria) and Employees.



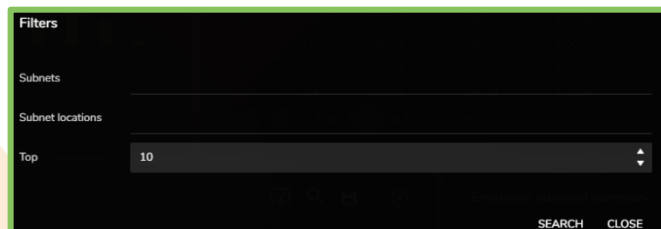
A full report can be generated directly from the table. This will show the individual call information for the selected employee for that day. The employee is selected by clicking on the employee name from the table. The fields displayed on the report are Extension, Time, Duration, Ring time, Call type and Dialed number.

### Subnet Quality



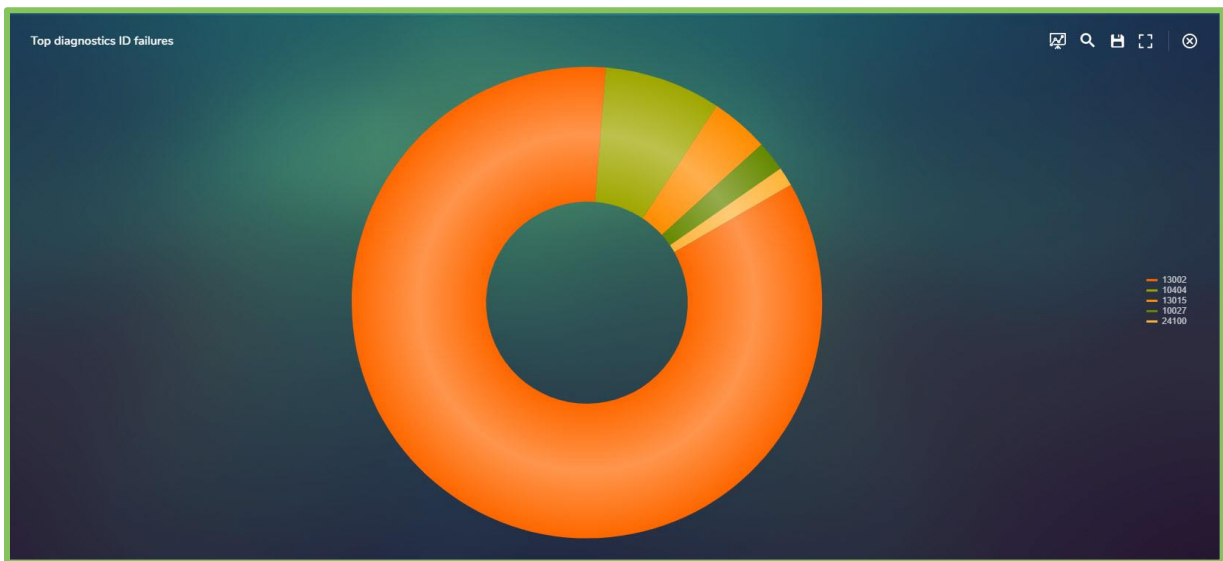
This gives a view of volumes of daily call quality for subnets based on the Microsoft call quality grading of good and poor-quality calls.

Filters can be applied directly on Subnets and Subnet locations.



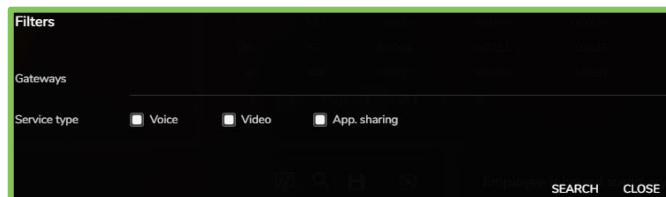


## Top Diagnostic ID Failures



This gives a view of volumes of the top daily call failure ID's for Skype for Business. Clicking on the key on the left of the chart will deselect that Diagnostic ID from the chart.

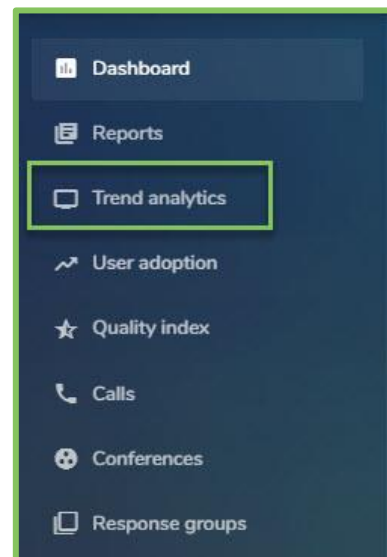
Filters can be applied directly on Gateways and call Direction.



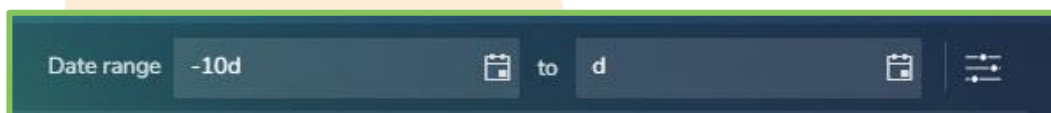
## MONITORS

### Trend Analytics

The Trend analytics gives a clear overview of the entire system performance showing Modality (User Adoption), Consumption and Call Quality. It is possible to navigate to the System monitor from anywhere in MAF ICIMS™ using the quick navigation icon found in the top right-hand side of the screen.

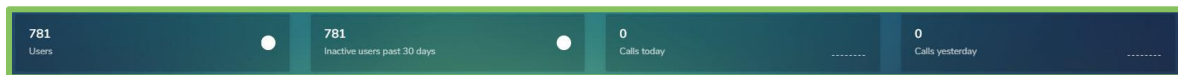


Users can define the date range to be displayed in the top right hand of the monitor.



If a single day is selected the details are broken down per hour, for a larger date range details are totaled with daily intervals.

Further details can be seen at the top of the System Monitor. The User figure is taken from users enabled in active directory. Inactive users are those users that have not made a call in last 30 days, a call being defined as Voice, Video or IM this will give an indication of consumption. Today and Yesterday give total system volumes of all calls (As previously defined).



## Modality

User Adoption is key to the success of any UC deployment. The Modality System Monitor shows the total daily activity (Voice, Video, IM and App Sharing) across the entire system for a user defined date range.



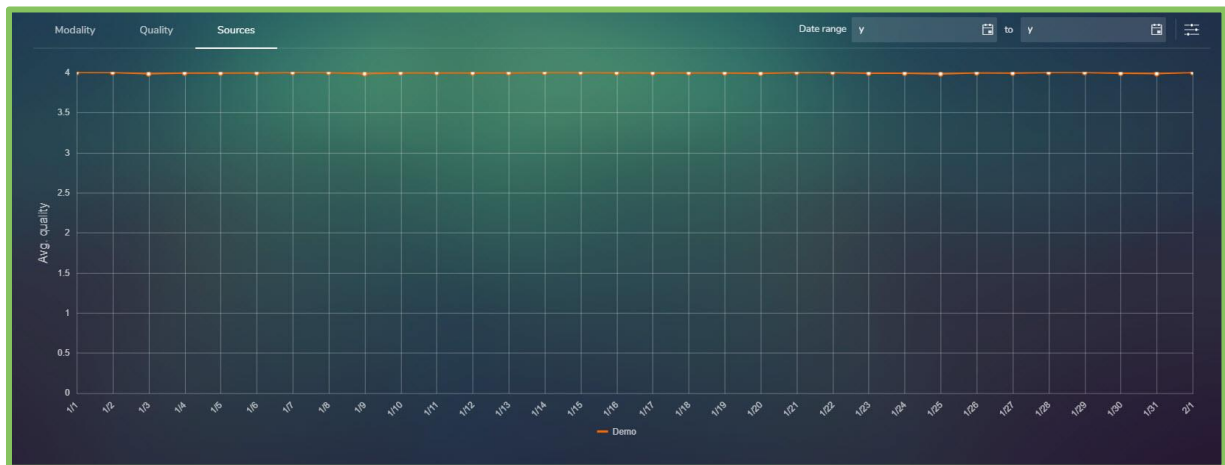
## Quality

Call Quality is an essential element for the successful delivery of Skype for Business. The Quality system monitor shows total number of "good" quality calls and "poor" quality calls. The criteria is in line with the Microsoft methodology of defining call quality.



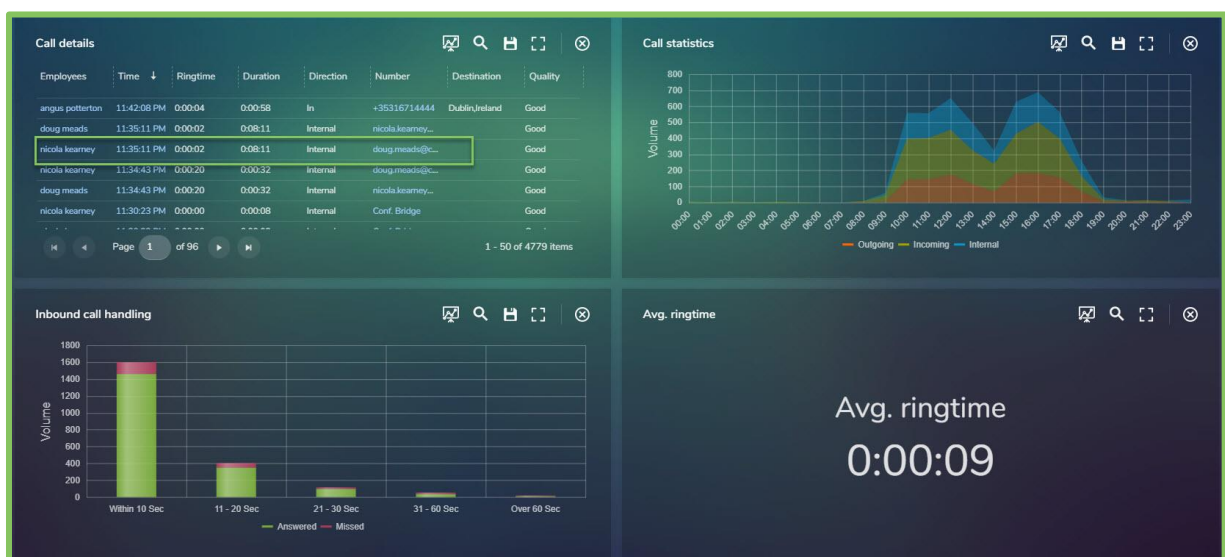
## Sources

Sources screen displays the average call quality per every data source.



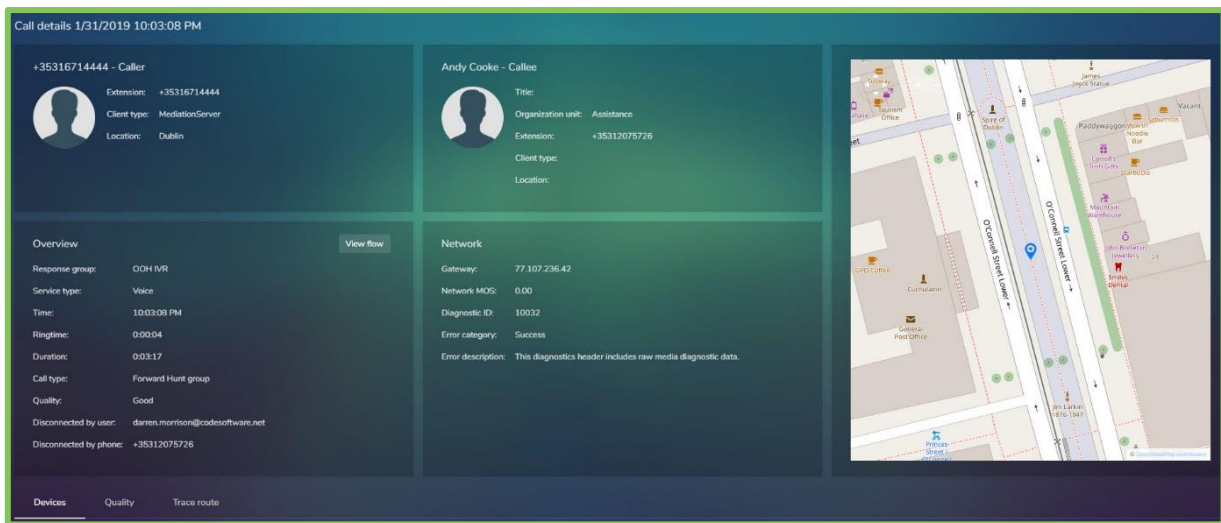
## Call Details Monitor

The Call Details monitor shows device and quality details for an individual call. It is accessed from the Call Details dashboard by clicking on the time.



Clicking time opens the Call Details monitor on the Devices tab. The monitor displays "Call from" and "Call to" details including Name, Title, Organizational unit, Extension, Client type and Location. There is an overview of the call including Service type (Audio, Video, Conference, IM), Time of call, Ring time, Call duration, Call type (Completed or Abandoned), Quality rating (Poor or Good) and Disconnection details. The Map shows the geographical location of the legs of the call. Network details show Gateway, Network MOS, Avg. net MOS degradation, Avg. Jitter, Packets lost, Audio round trip and Ratio concealed samples avg.

The Devices tab shows From and To information on Client type, Client version, Connection type, VPN, Endpoint, IP Address, Reflexive IP Address, Subnet, Capture device and Render Device and Audio codec.



Switching to the Quality on the monitor it is possible to see more quality details on the call: Conversation MOS, Network MOS, Minimum net MOS, Avg. net MOS degradation, Maximum net MOS degradation, Avg. Jitter, Maximum Jitter, Packets lost, Audio round trip, Ratio concealed samples avg. From and To information can be seen on Listen MOS and Send MOS.



## 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