

MAF ICIMS™

Data collection, pricing and licensing

Monitoring, Analytics
and Reporting for UC&C



How does the MAF ICIMS™ data collection and processing work?

Each action from or to each user or endpoint (callings, meetings etc.) provides a string of information called a Call Detail Record (CDR). Each incoming, outgoing and internal call to and from Users, Extensions, Devices, Call Queues or Auto Attendant provides a CDR. Setting up and joining meetings produces CDR's... and so on.

These CDR's are the basis for reporting and dashboards and contain all kind of information: call duration, ring times, user adoption, call quality, bits and bytes of the call, sip and IP addresses, gateways used, headsets/devices used, meetings joined and organized and so on.

MAF ICIMS™ collects and processes these CDR's into clear to read dashboard and reports.

You can't choose which CDR's to receive from Teams or Sfb. You get them all, or you get none. So if you only want to report on a specific part of your organization you first need to collect all the CDR's, process these and then you are able to report on whatever you want.

How does the MAF ICIMS™ licensing and pricing work?

MAF ICIMS™ - Historical Reports and Dashboards

The license and therefore the pricing is based on the total number of unique identifiers in Teams or Sfb CDR's. Most of the time these are each employee and endpoints such as call queues, AA's and common area room phones for example.

To be able to give you a price for MAF ICIMS we need to know the total number of users and endpoints.

MAF ICIMS™ CC - Real time Agent and Call Queue wallboards

MAF ICIMS CC is an optional module to MAF ICIMS and can not be bought standalone. You need MAF ICIMS to be able to run MAF ICIMS CC. MAF ICIMS CC ads real time call queue and agent wallboards to the MAF ICIMS.

The pricing for MAF ICIMS CC is based on the number of Call Queues (CQ's) or Response Groups (RG's) you want to monitor live (historical reporting of these is already covered by MAF ICIMS). So maybe you have 100 CQ's/RG's but only want to monitor 10 CQ's/RG's live, than you just can order this module for those 10 CQ's/RG's.

To be able to give you a price for MAF ICIMS CC we need to know the number of CQ's/RG's you want to monitor live. The minimum order value is 5.

I have 10000 users but I'm only interested in reporting on a few

These few can be a couple of agents or call queues for example. Because you are only interested in this part and the pricing is based on the total number of users, you might be better off with an on-prem/self-hosted Limited Subset License. No subsets are offered from the MAF Cloud unless they are in a separate OU (see "Why are subsets not offered from the MAF Cloud?" below).

In case you are an university we have special pricing for students. This allows you to still monitor their usage and actions, but for a fraction of the price.

Subsets, reporting on a part of your organization

A Subset License gives the possibility to process all the CDR's, but store data only for a subset of users. You need to tell MAF ICIMS over which users/endpoints you want to report, the rest of the data will be deleted.

That subset of users needs to be imported into MAF ICIMS using AD import and specifying a specific LDAP base, or a common attribute which gives us the possibility to import only desired users or manually, using a Excel (.csv) file.

Note: Azure AD doesn't allow importing a subsets of users unless they are in a separate OU. Subsets can create problems like missing legs of calls because transfers to users beyond the one you have defined you wanted to report on are deleted.

When you run a subset on-prem/self-hosted you still need the hardware for processing data from all users as you need to process all data first.

Why are subsets not offered from the MAF Cloud?

When you can't choose which CDR's to receive (you get them all or you get none). You need to process data from all your users first to be able to report on a few.

So if you have 10000 users and only want to report on a few, you first need to process the data of all those 10000 users. That means we still need to address the hardware and capacity of our Cloud for processing of this data.

It is like putting 50 people on the bus but only interested in bringing 2 people to the destination and only willing to pay for those 2. Than you should just put 2 people on the bus, if you can't you should pay for all 50.

That is the reason we don't offer subsets from the cloud, because we can't charge for those seats, they still cost money as for processing power, licensing and backups.



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