

MAF ICIMS™

MAF ICIMS™ Reporting for MS Teams vs. Teams Admin and CQD reporting

Monitoring, Analytics
and Reporting for UC&C



Teams calling (No AA.CQ) and AA / CQ Calling comparison metrics

Business Requirement	Reporting in Teams Admin Centre	Structured data from CQD	Raw data from Call Detail Graph API	If missing from Admin centre when available?	MAF ICIMS reporting using Graph API
Teams Calling (No AA / CQ)					
Total / % Calls (In/Outbound/Internal)	Yes (PSTN Usage report)	Yes	Yes	Available today	Yes
Total / % Answered/Missed/Busy	No	Correlate SBC - Callee	Yes	Unknown	Yes
Total/% Transferred/Voicemail	Partial	Calculate	Calculate, correlate	Unknown	Yes
Call duration (Total & Average)	Yes (PSTN Usage report)	Calculate avg.	Calculate avg	Unknown	Yes
Ringtime Average	No	No	Calculate, Correlate	Unknown	Yes
AA / CQ Teams Calling					
Total / % Calls (In/Outbound/Internal)	Yes	Yes	Yes	Available today	Yes
Total / % Answered/Missed/Busy	No	Roadmap Q4-CY20	Calculate, Correlate		Yes
Total/% Transferred/Voicemail	No	Roadmap Q4-CY20	Calculate, Correlate		Yes
Call duration (Total & Average)	Yes	Calculate avg	Calculate avg	Unknown	Yes
Ringtime Average	No	Roadmap (Queue time)	Calculate, Correlate		Yes
Number of hops/queues before answer	No	Yes	Yes	Unknown	Yes
Call Queue / AA Productivity	Only calling plans	Calculate	Calculate	Unknown	Yes
Ability to measure against SLA					

DISCLAIMER The content of this document has been generated to the best of the knowledge of MAF InfoCom™. Whilst we have made every endeavor to ensure the accuracy of the information at the time of document creation much of the detail has been taken from 3rd party sources and can be subject to change or interpretation.

General call reporting requirements comparison metrics

Business Requirement	Reporting in Teams Admin Centre	Structured data from CQD	Raw data from Call Detail Graph API	If missing from Admin centre when available?	MAF ICIMS reporting using Graph API
Call costs	Only calling plans	Calculate	Calculate	Not for direct routing	Yes
Access via defined profile or Security policy	No security policies access only for Teams global admin	No security policies access only for Teams global admin, but Power BI publishing	No access to raw data, but Power BI publishing	Unknown	Yes. Individual user accounts giving access to create or run reports.
Ad hoc report generation & distribution based on AC attributes (Country/Business Area/FAM)	No	No	Power BI based on MS Graph, Azure AD, SQL	Unknown	Yes
Automated report generation & distribution	No	No	Power BI, PowerAutomate to collect, SQL storage	Unknown	Yes
Historical reporting	Limited to 7, 30 days	Limited to 30 days	Power BI, PowerAutomate to collect, SQL storage	Unknown	Yes, unlimited with user defined date range
Export Report	Yes, Excel only	Yes, Excel only	Power BI, XLS, PDF, CSV		Yes – Excel, PDF, Word, CSV
Report designer/style	No	Limited	PowerBI		Yes
Report filtering	Limited	Yes	PowerBI		Yes, (Org, BA, Country, FAM, User)
SBC Traffic	No	No	Yes		Yes
SIP Utilization	No	Yes	Yes	Unknown	Yes

DISCLAIMER The content of this document has been generated to the best of the knowledge of MAF InfoCom™. Whilst we have made every endeavor to ensure the accuracy of the information at the time of document creation much of the detail has been taken from 3rd party sources and can be subject to change or interpretation.



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™

UC Voice Recorder

MAF DMS™

Inventory Management for Headset and Devices

MAF QMS™

Microsoft Teams Call Queue Management System