

MAF ICIMS™

Reports – A Deeper Look

Monitoring, Analytics and Reporting for UC&C



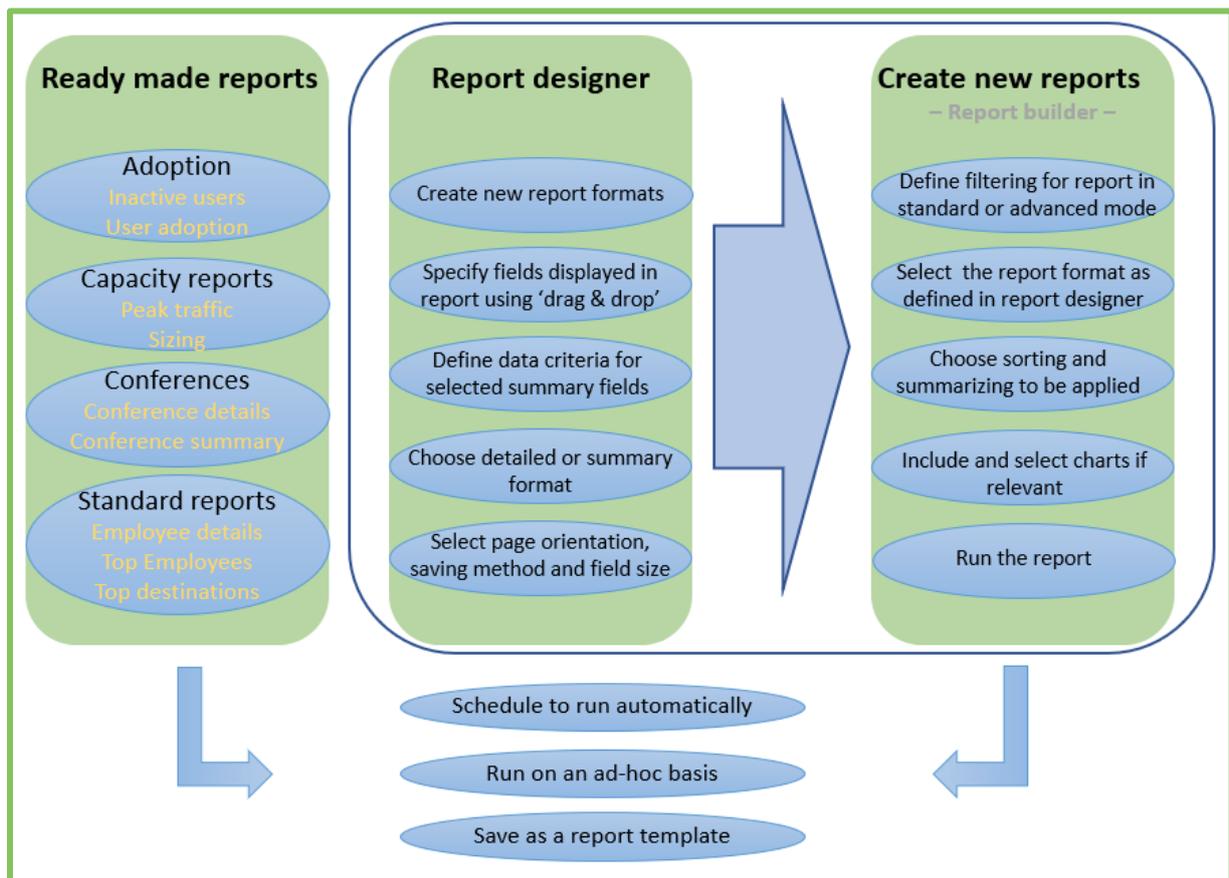
“THE FLEXIBLE, USER DRIVEN REPORTING CAPABILITIES OF MAF ICIMS™ EMPOWERS USERS TO DEFINE SPECIFICALLY WHAT, WHERE, WHEN AND HOW REPORTS DELIVER KEY INFORMATION TO THE ORGANIZATION.”

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Overview

At the heart of MAF ICIMS™ is the powerful and user defined reporting. Reports are generated either using the canned reports or built by users defining the report format with the Report Designer and filtering using the Report Builder. All reports can be scheduled to run automatically, saved as templates or ran on an ad-hoc basis. Using the Report Style, it is possible to brand the reports with a company logo and relevant color scheme.



Running a report

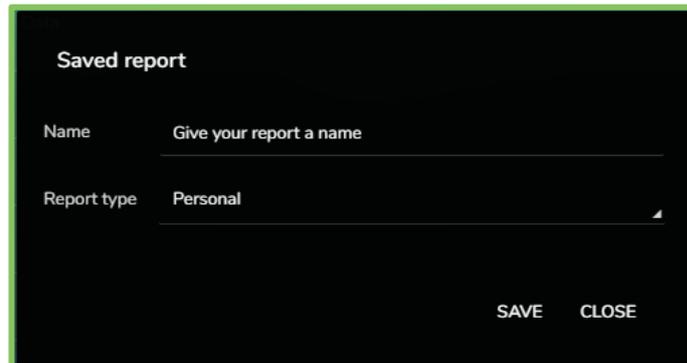
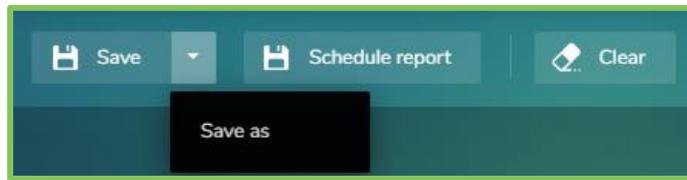
Whether you are using the canned reports or the Report builder you have 3 relevant options at the top of the screen; Generate, Schedule report, Save and Clear.



NOTE: If you are scheduling a report the definition of the report whether canned or using the Report builder must be done as part of the scheduling report process.

Saving

You can save as the report as a template by typing a description and choosing the report type.



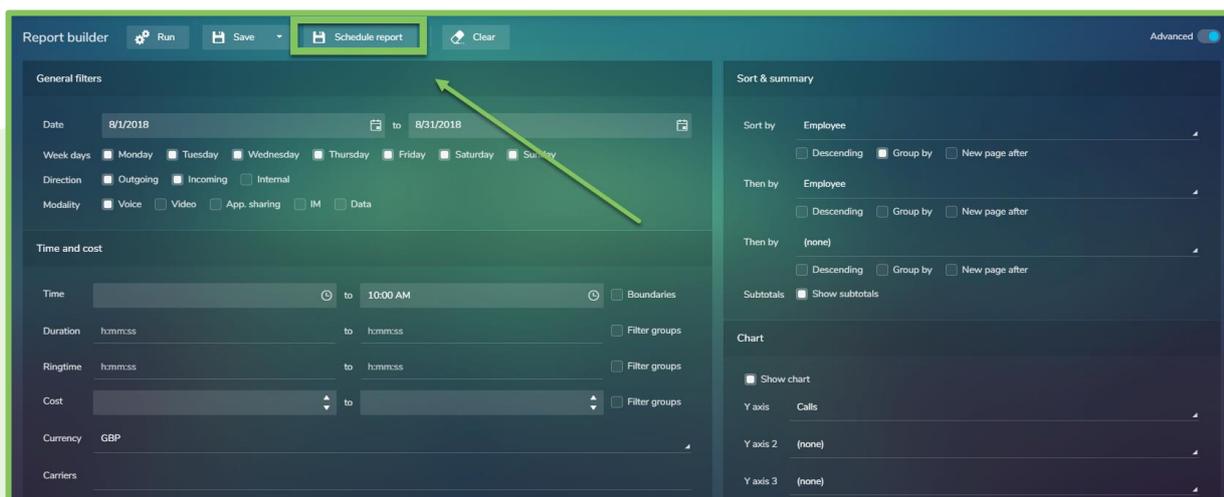
Removing filters (Clear)

By clicking on "Clear" button all the filters applied will be removed.

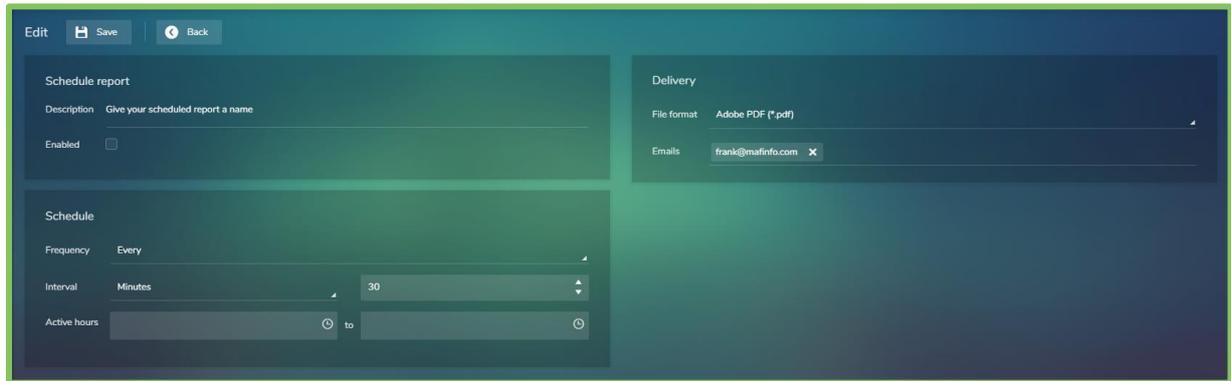


Schedule report

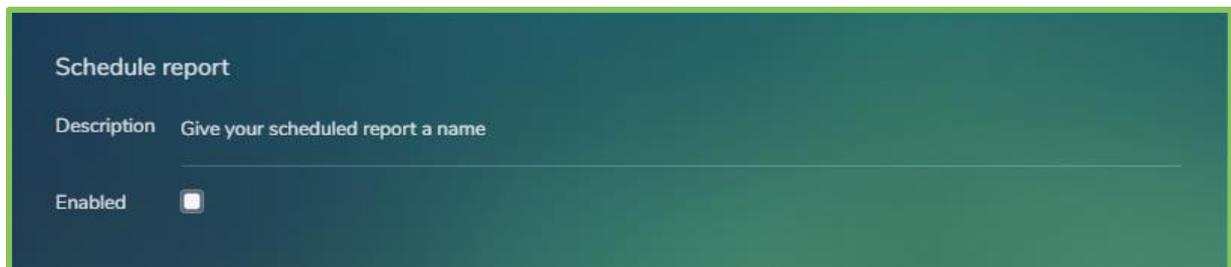
From the MAF ICIMS™ report builder select schedule report to schedule your report:



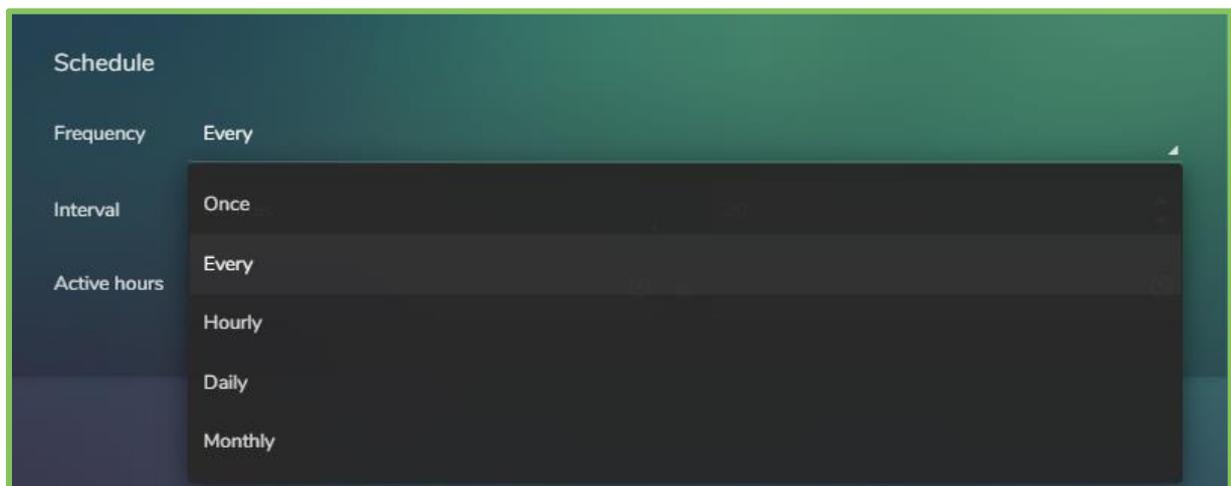
Now a screen opens giving you a quick overview where you can name, schedule and choose the delivery of your report:



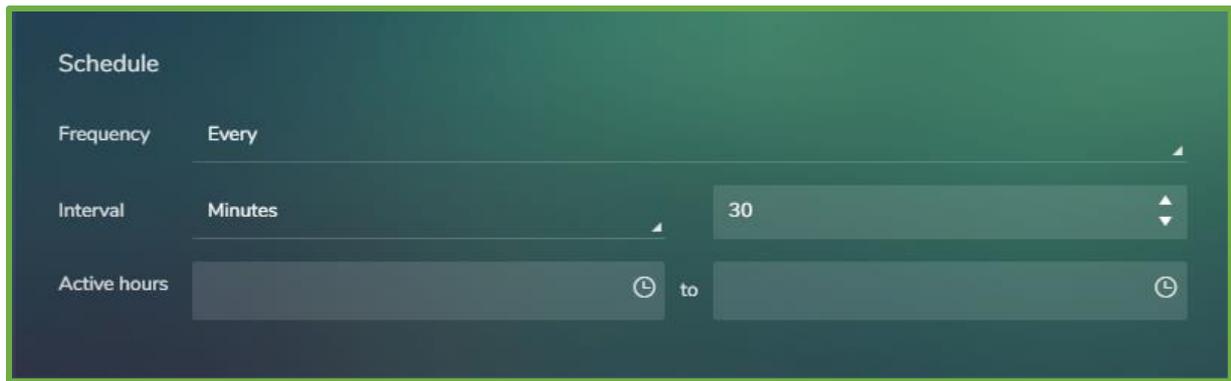
Now name your report:



Choose an interval for your report:



You can choose for example to schedule your report every so many minutes, hours, days but also select when not to run the report:



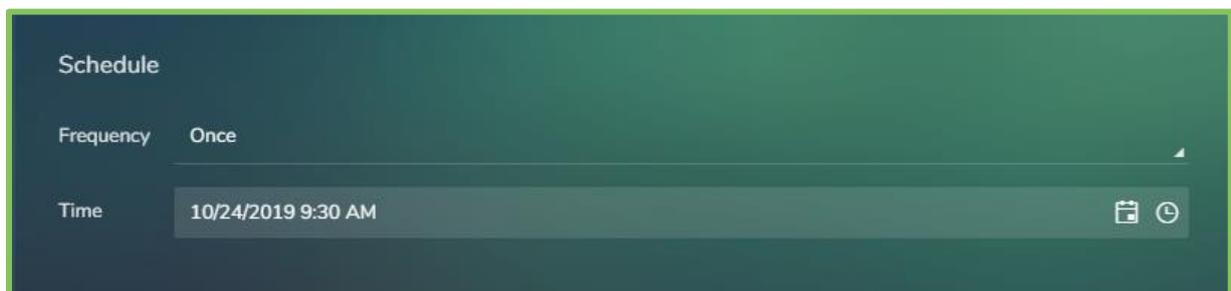
Schedule

Frequency: Every

Interval: Minutes 30

Active hours: [] to []

You can also choose to run a report only ones:

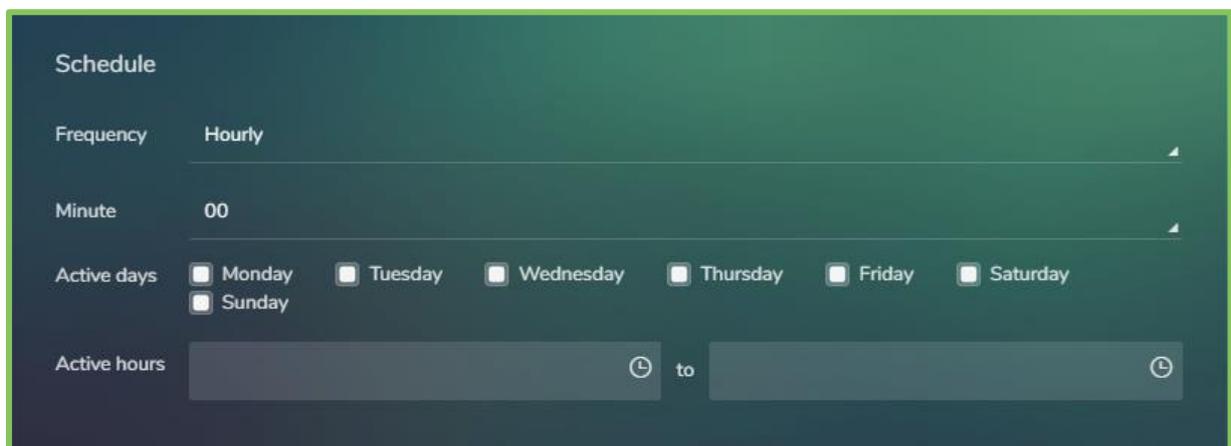


Schedule

Frequency: Once

Time: 10/24/2019 9:30 AM

Or choose to run a report every hour, on a specific minute and select which days and hours to run the report:



Schedule

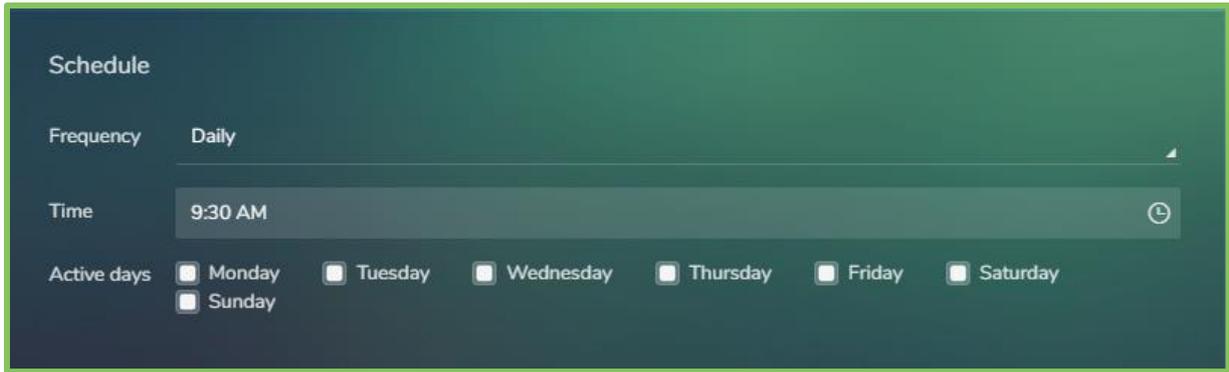
Frequency: Hourly

Minute: 00

Active days: Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Active hours: [] to []

You can also choose to run a report every day, on a specific time and select which days to run the report:



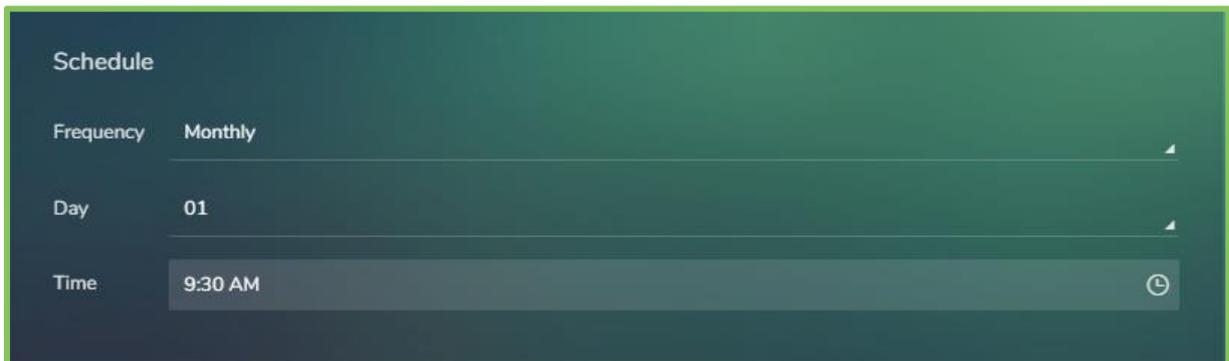
Schedule

Frequency: Daily

Time: 9:30 AM

Active days: Monday Tuesday Wednesday Thursday Friday Saturday Sunday

You can also choose to run a report every month, on a specific day and time:



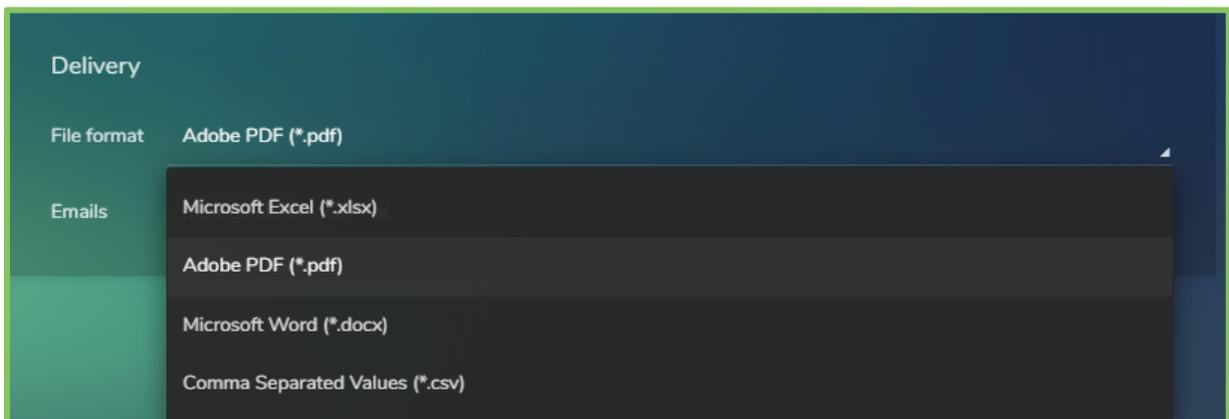
Schedule

Frequency: Monthly

Day: 01

Time: 9:30 AM

Finally you can select the output format of your scheduled report. Choose from delivery in Microsoft Excel (*.xlsx), Adobe PDF (*.pdf), Microsoft Word (*.doc) and Comma Separated Values (*.csv). Enter the email address where you want the report to send to and you are good to go:



Delivery

File format: Adobe PDF (*.pdf)

Emails: Microsoft Excel (*.xlsx), Adobe PDF (*.pdf), Microsoft Word (*.docx), Comma Separated Values (*.csv)

To view, update or delete your scheduled reports, open Schedule Reports from the MAF ICIMS™ Reports section:



Here you find an overview of all your scheduled reports:

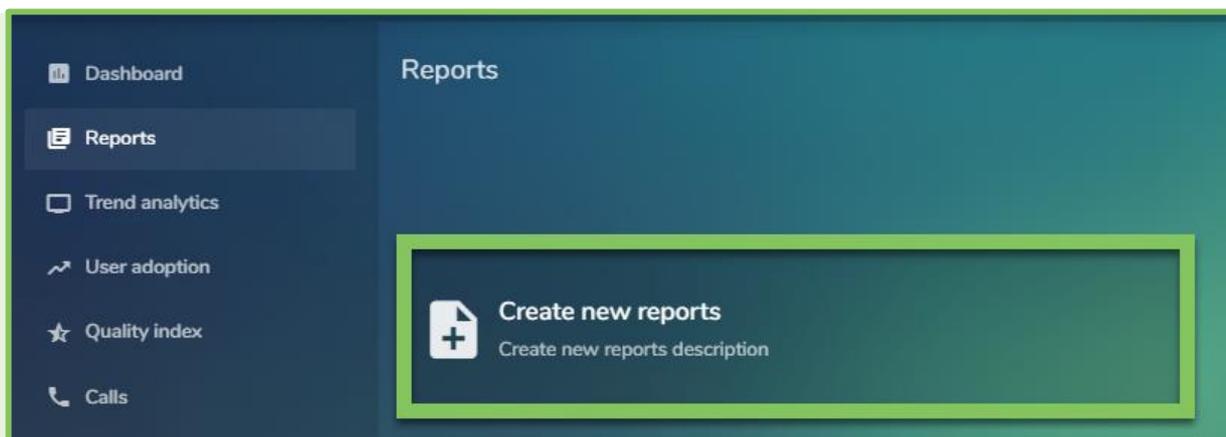
Description ↑	Frequency	Enabled	Last run	Next run	Status
Aus	Daily	<input type="checkbox"/>	10/7/2019 8:00 AM	10/28/2019 8:00 AM	Stopped
Aussie	Daily	<input type="checkbox"/>	10/7/2019 8:00 AM	10/28/2019 8:00 AM	Stopped
Aussie 2	Daily	<input type="checkbox"/>	10/7/2019 8:00 AM	10/28/2019 8:00 AM	Stopped
ECS	Every	<input type="checkbox"/>	8/16/2019 12:32 PM	10/24/2019 9:56 AM	Stopped
Island queue	Monthly	<input type="checkbox"/>	10/1/2019 8:00 AM	11/1/2019 8:00 AM	Stopped
Knight	Hourly	<input type="checkbox"/>	10/10/2019 7:26 AM	10/24/2019 10:00 AM	Stopped
Scrutton Bland	Every	<input type="checkbox"/>	8/16/2019 12:38 PM	10/24/2019 9:41 AM	Stopped
Test KK	Daily	<input type="checkbox"/>	10/7/2019 6:00 AM	10/28/2019 6:00 AM	Stopped

Save

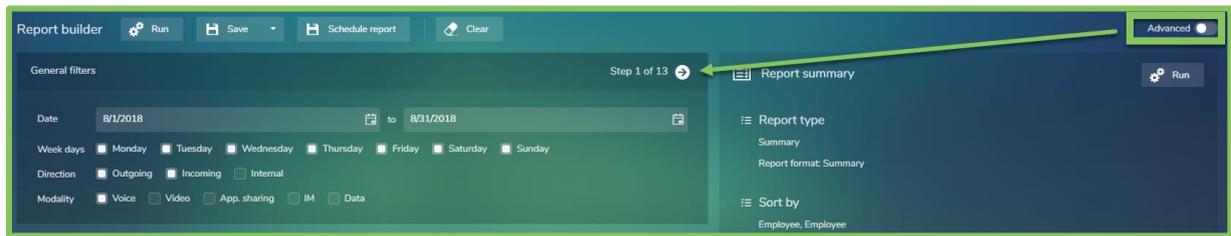
Using either canned reports or the report builder, once defined the report can be saved as a report template for easy access in the future. You name the report by selecting Save as and select the Call type which is effectively the folder in which can be seen when using the report Template functionality of the software. Report templates are defined in detail later in this tutorial.

Create new reports (Report builder)

The Report builder can be found by accessing Reports - > Create new reports.



The report builder can be used to create custom reports using a standard mode or an advanced mode. The standard mode allows creating and defining the report in 12 steps which cannot be skipped to ensure all the conditions are applied.



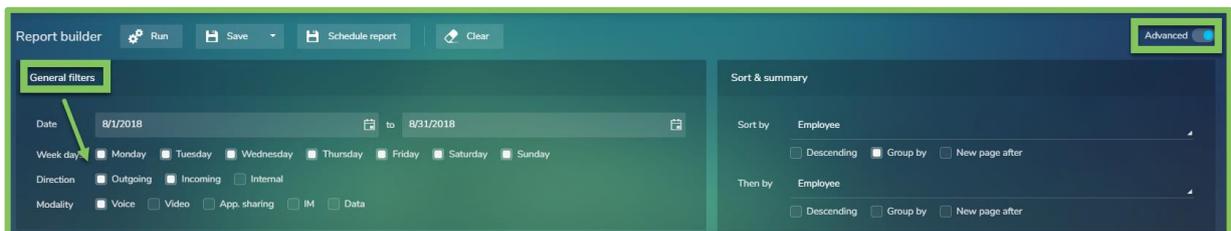
The advanced mode allows to skip those 12 steps and giving the possibility to save time for experienced users

Filters

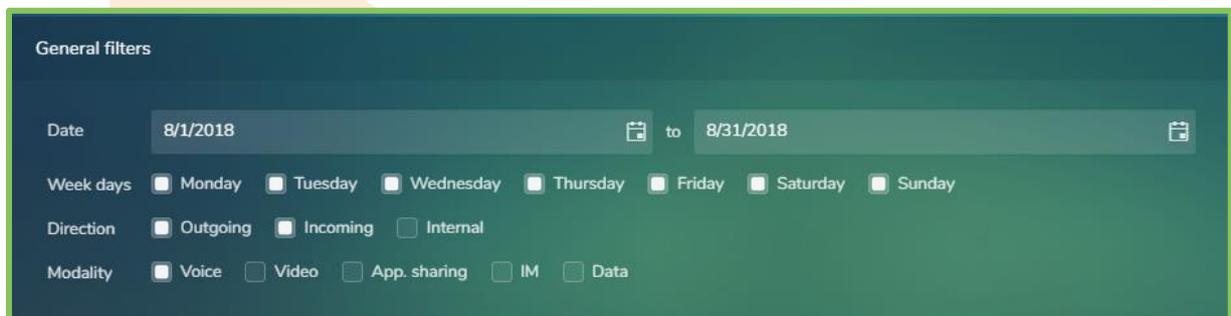
During the 13 steps filtering the user will walk through all the filtering sections like General, Organization structure, Response Group, Destination, Gateway, IP Fields, Devices and Versions.

General

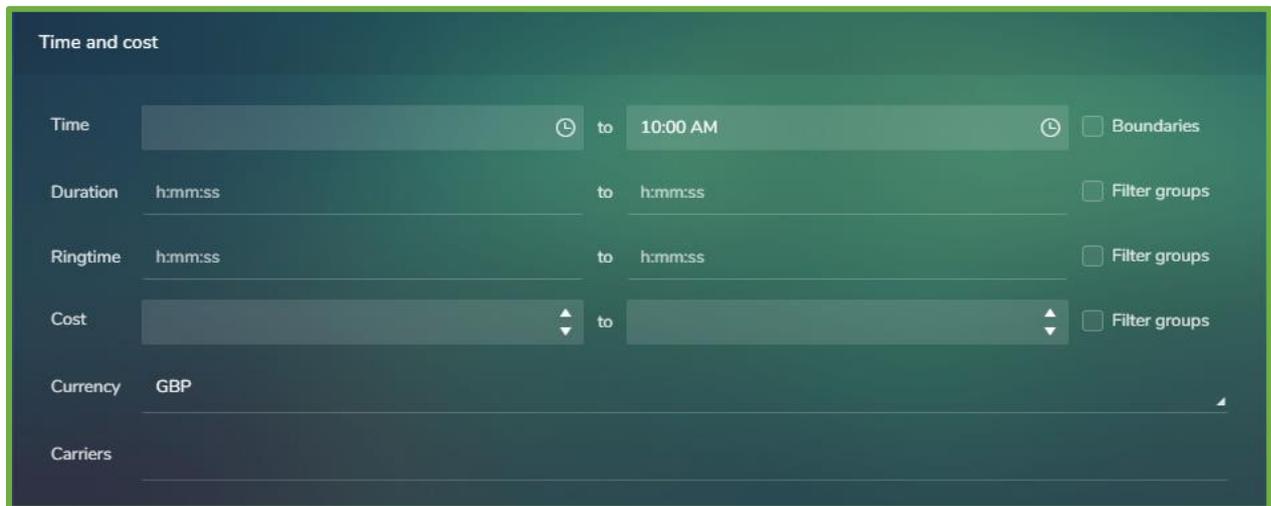
It is possible to specify the date range for the report this can be selected from the calendar



opened by clicking on the down arrow or it is possible to use shortcut keys to define relative dates. These are represented by "D" (day), "W" (week), "M" (month), "Q" (quarter) and "Y" (year). Numbers can also be used with the shortcut keys so "-3m" would be the previous 3 months. Call Direction (Out, In, Internal) and Modality (Audio, Video, App. Sharing, IM and Data) are selected using the check boxes allowing for one or many to be chosen.



Time and cost



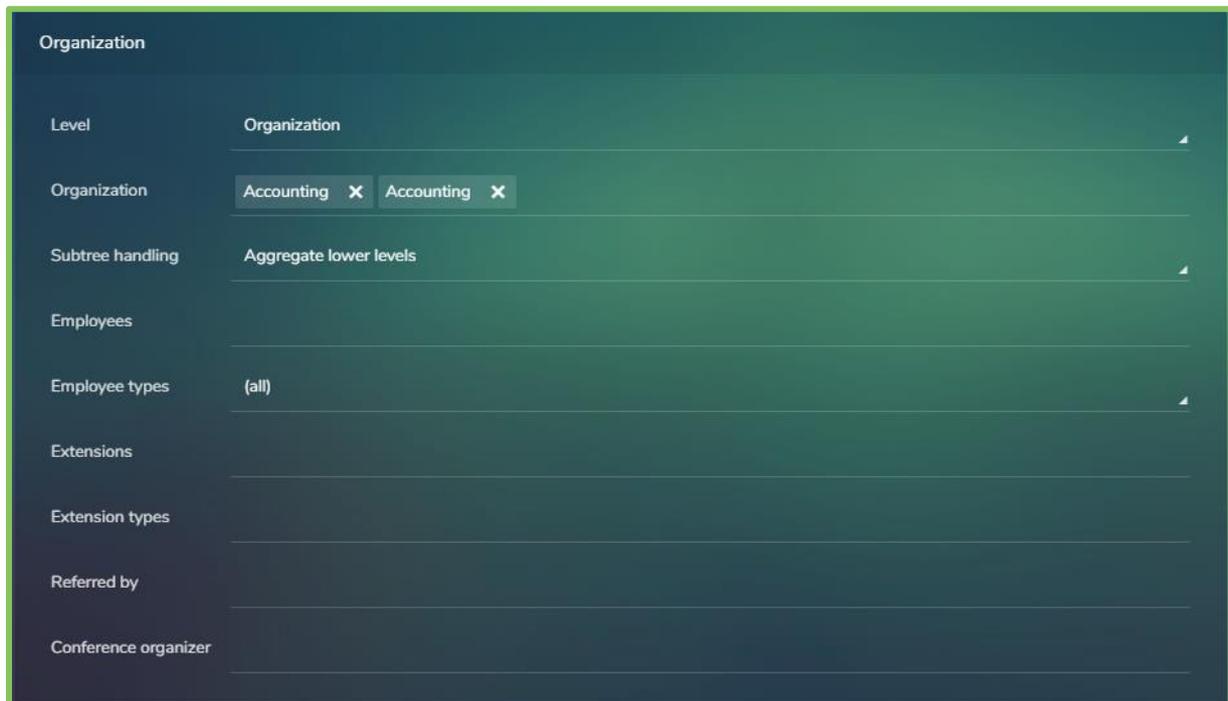
The screenshot shows a configuration panel titled "Time and cost" with the following fields and options:

- Time:** A date and time range selector. The "to" field is set to "10:00 AM". There is a "Boundaries" checkbox to the right.
- Duration:** A range selector with the format "h:mm:ss". There is a "Filter groups" checkbox to the right.
- Ringtime:** A range selector with the format "h:mm:ss". There is a "Filter groups" checkbox to the right.
- Cost:** A range selector. There is a "Filter groups" checkbox to the right.
- Currency:** A dropdown menu currently showing "GBP".
- Carriers:** A text input field.

A time range can be specified which is useful to locate specific calls or reporting on out of office hour calls. Call duration, Ring time and Cost ranges can be applied to further filter the report.

NOTE: It is possible to change the date, time and duration format from the Administration > Sites pop out menu. The selected format will be used throughout UC Analytics.

Organization Structure



The screenshot shows a configuration interface for 'Organization Structure'. It features several filterable fields:

- Level:** Organization
- Organization:** Accounting x Accounting x
- Subtree handling:** Aggregate lower levels
- Employees:** (empty)
- Employee types:** (all)
- Extensions:** (empty)
- Extension types:** (empty)
- Referred by:** (empty)
- Conference organizer:** (empty)

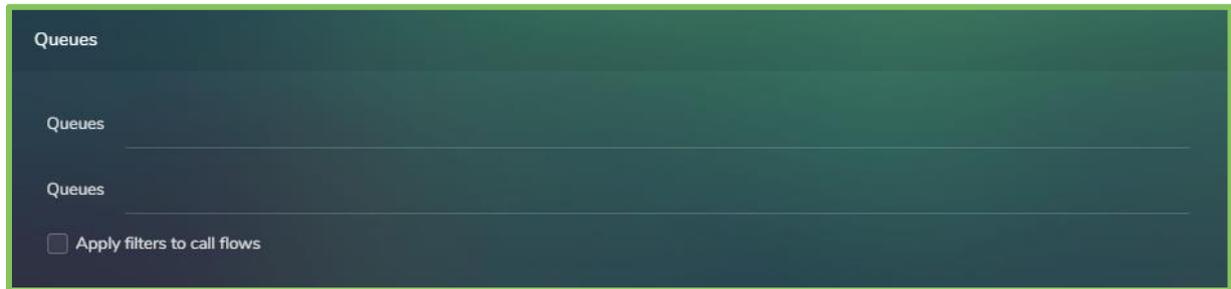
The Organization Structure allows filtering on one or many areas of the organization. Extensions can be selected from the list in the pop out box opened by clicking on the drop-down arrow. Specific Extension types can be chosen such as Cellular or IP. Employee and further hierarchical levels Organizational levels can be selected.

It is possible use wildcards in the filter selections. "~" (Tilda) will exclude and "*" (Wildcard) allows anything following its use. For example, if you wanted to exclude undefined employees from the report this is achieved as below.



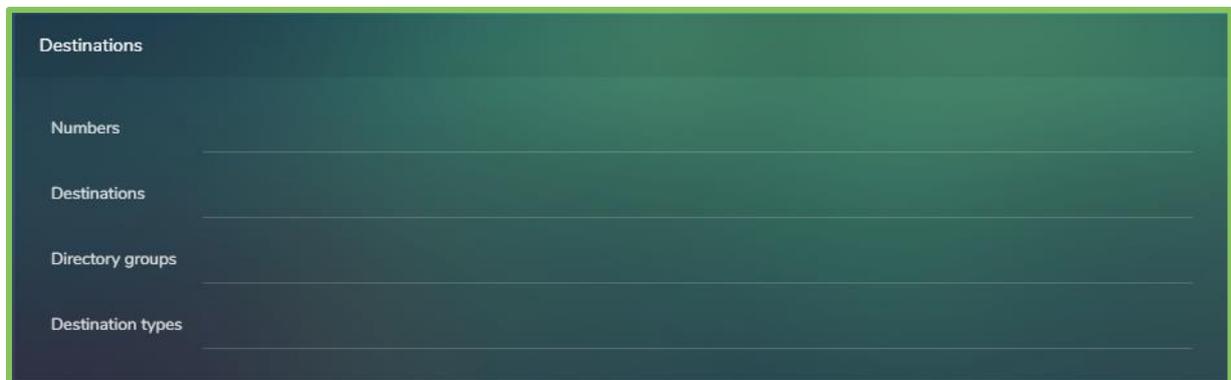
NOTE: Configuration of the Organization structure including Extension types, Organization hierarchy levels and Response Groups are defined in the Organization pop out menu.

Response group - Call Queue – Huntgroup



Both Response group and Queue names can be selected.

Destination



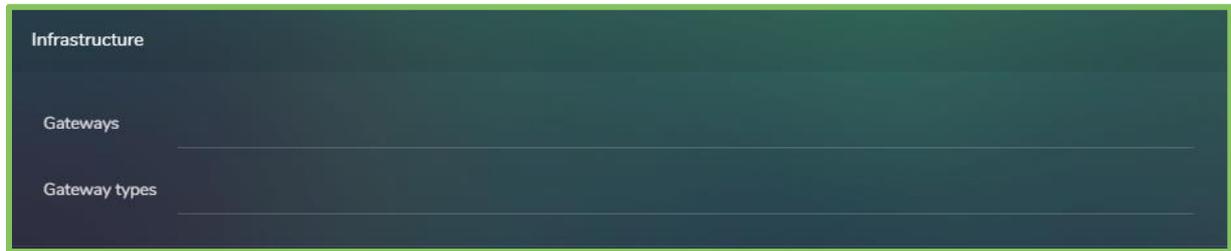
The destination allows filtering on specific call parameters. Dialed number / CLID (Caller Line Identification) enables specific numbers to be entered for both outbound (Dialed number) and Inbound (CLID) where presented. The use of wildcards can be of further assistance here for example 001* will filter on all call to USA.

Destinations are taken from the pre-loaded international location tables and the pop out allows selection of one or many locations. There is the number which can use as a wildcard to indicate any number can be identified in that field and also a description seen in the name.

Directory groups enables filtering on pre-defined groups of numbers. The Directory groups can be setup in Administration -> Phones -> Phone directory groups. Once a phone group has been created you can allocate numbers to it in Administration -> Phones -> Phone directory. This is useful if you would like to create a Directory group for a customer and report on activity with them.

Destination types are also user defined in the Tariff -> Destination.

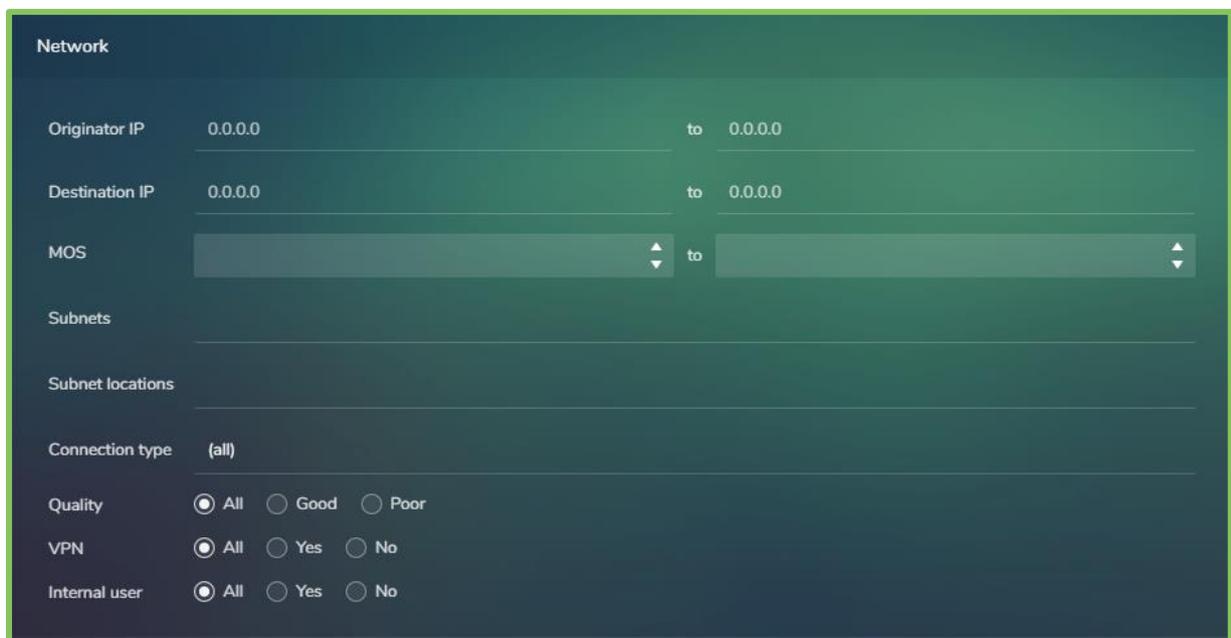
Infrastructure



The screenshot shows a dark-themed panel titled "Infrastructure". It contains two input fields: "Gateways" and "Gateway types", each with a horizontal line for text entry.

Gateway and Gateway types can be selected as filters. These filters are normally applicable to traffic and cost reports.

Network



The screenshot shows a dark-themed panel titled "Network". It contains several filter options:

- Originator IP: 0.0.0.0 to 0.0.0.0
- Destination IP: 0.0.0.0 to 0.0.0.0
- MOS: Two dropdown menus with up and down arrows.
- Subnets: A horizontal line for text entry.
- Subnet locations: A horizontal line for text entry.
- Connection type: (all)
- Quality: All Good Poor
- VPN: All Yes No
- Internal user: All Yes No

The Network filtering allows specific IP and Subnet locations to be specified. These are typically used for reporting on devices and locations. MOS (Mean Opinion Score) and Quality ranges can also be defined allowing for poor quality calls to be highlighted for trouble shooting and root cause analysis.

Devices and Versions

Devices and versions

Capture devices

Render devices

Client types

Client aliases

Capture and Render devices are specific details for headset and mic reporting. Client type will filter on specific devices that are used such as the Lync / Skype for Business Client, OC Phone, iPhone, iPad, Windows Phone and more this will allow analysis of approved devices. The client alias is the version that is used currently the options for this are; OCS 2007, OCS 2007 R2, Lync 2010, Lync 2013 and S4B 2015.

Call types

Call types

Include Or And

Exclude Or And

Abandoned	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>	Busy	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>
Conference	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>	End	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>
Error	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>	Federated	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>
File transfer	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>	Forward	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>
Park	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>	Personal	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>
Pickup	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>	Presented	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>
Queues	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>	Scheduled conference	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>
Start	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>	Tandem	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>
Transfer	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>	Transfer out	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>
Voice mail	<input type="button" value="Include"/>	<input type="button" value="None"/>	<input type="button" value="Exclude"/>				

Specific call types can be specified by clicking on the Call types button to open a new selection box. From here select the Call type and specify if it should be = (Equal to) or ≠ (Not equal to).

Specific Skype calls can be selected; File Transfer, Scheduled, Federated. The Filter type: "Or" means that one of the selected criteria must be accomplished. "And" means that all the selected criteria must be realized.

Format options



The screenshot shows a 'Choose report format' dialog box with a table of options. The table has two columns: 'Description' and 'Is summary'. The 'Summary' option is selected.

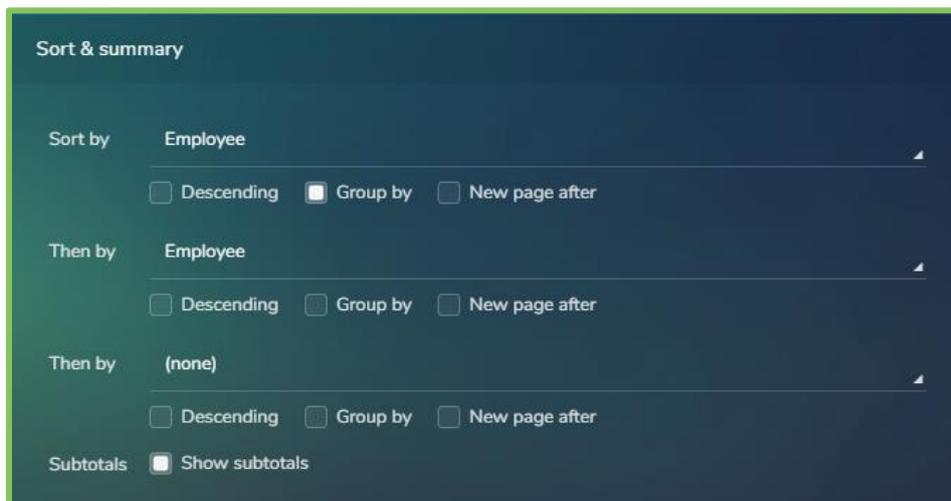
Description	Is summary
Summary	<input checked="" type="checkbox"/>
Summary Extended	<input type="checkbox"/>
Summary Ring Times	<input type="checkbox"/>
Support Detailed	<input type="checkbox"/>
User Adoption	<input type="checkbox"/>
User Adoption Percentage	<input type="checkbox"/>
Video Quality	<input type="checkbox"/>

A summary or detailed report format will be selected depending on the requirements.

Sort & Summary

The Sort & Summary section can be found on the left of the Report builder. Here it is possible to arrange the display of data sorting and grouping into up to 3 levels. If no sorting is selected the report is displayed in chronological order as default.

An example of Sort and Summary is shown below.



The screenshot shows the 'Sort & summary' configuration panel. It has three 'Then by' sections and a 'Subtotals' section.

Sort by: Employee

Descending Group by New page after

Then by: Employee

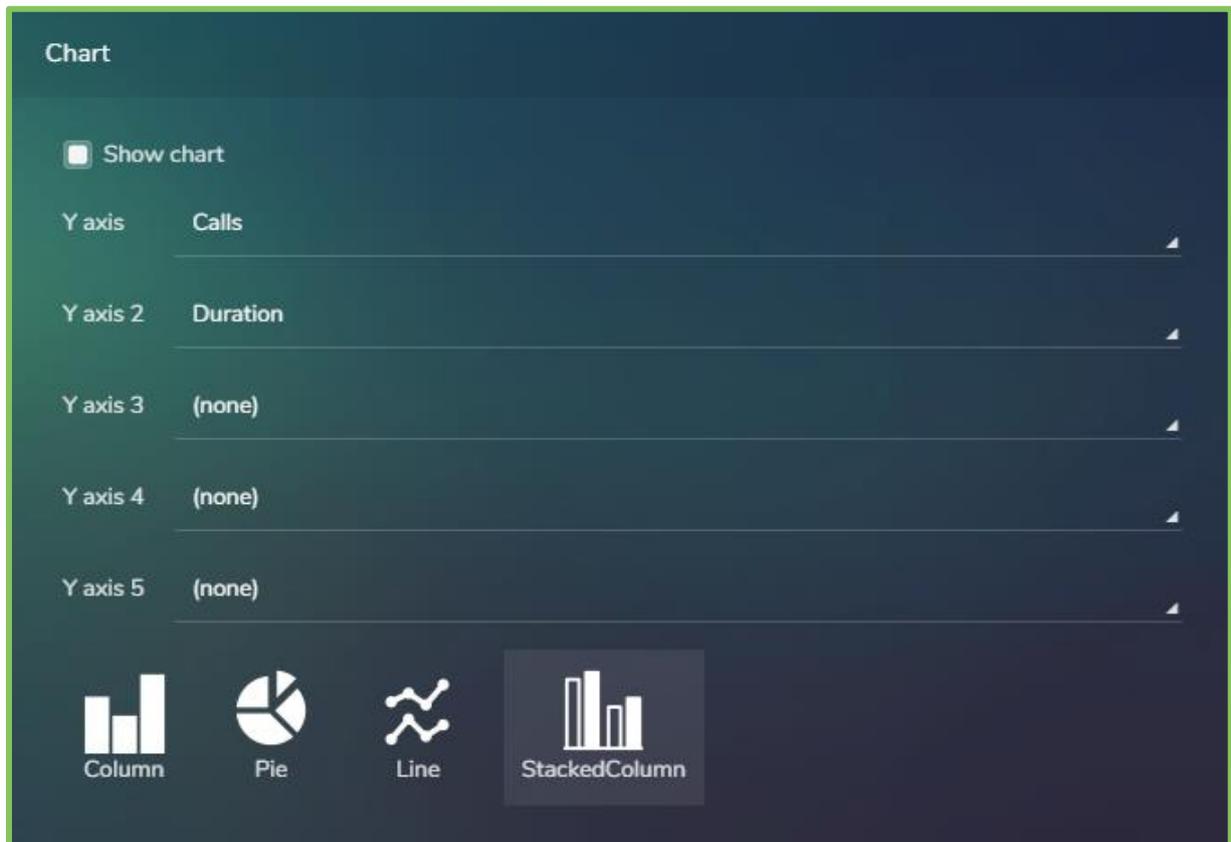
Descending Group by New page after

Then by: (none)

Descending Group by New page after

Subtotals: Show subtotals

Chart



The last step shows the chart options.

Report summary

After going through all those 13 steps, in the right side a report summary is displayed in order to have a summary with all the filter applied.





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