

MAF ICIMS™

Reports – A Quick Look

Monitoring, Analytics and Reporting for UC&C



Overview

Reporting on Unified Communications with MAF ICIMS™

MAF ICIMS™ is a reporting and analytics solution for Unified Communication and Collaboration (UC&C) platforms. It delivers business critical information through its simple to use interface and supporting reports. It presents information via reports, dashboards and monitors to provide visibility of activity and utilization of every aspect of your UC&C systems, delivering valuable insight on:

User adoption

Adoption of a platform needs to be closely and continuously monitored and managed. MAF ICIMS™ drives User Adoption of UC&C across an organization ensuring ROI and highlighting areas for additional education and training.

Resource management

A single pain of glass view of the multiple 'working parts' of a UC&C platform ensures they are being used as efficiently as possible. These include SIP trunks, devices, gateways and Session Border Controllers (SBCs).

Control costs

Visibility of call costs and employee activity ensures accountability for high cost calls and activity. Each call is attributed an accurate cost which enables charge backs to cost centers or third parties. It can also highlight any issues with toll-through fraud to safeguard against external hacks of the phone system in advance of receiving a bill from the carrier.

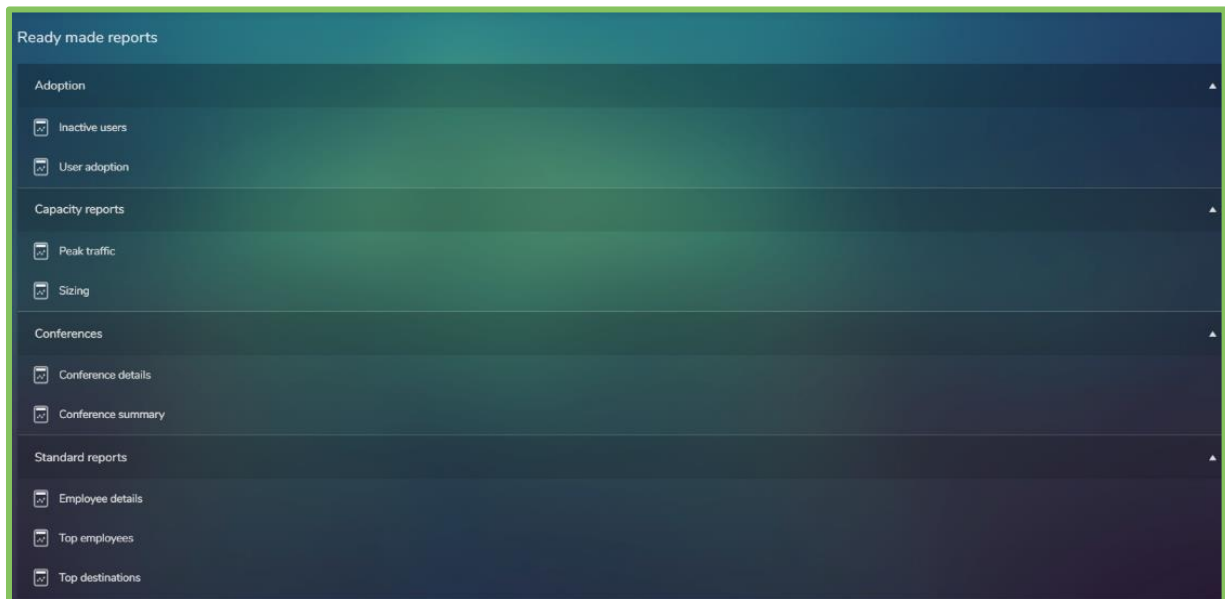
Improve productivity

MAF ICIMS™ enables you to see employee productivity metrics including number of answered and abandoned calls, ring-time and talk-time ensuring that calls are handled within agreed SLAs and providing true statistics on employee activity against set KPIs.

There are 3 sections to the reporting functionality of MAF ICIMS™:

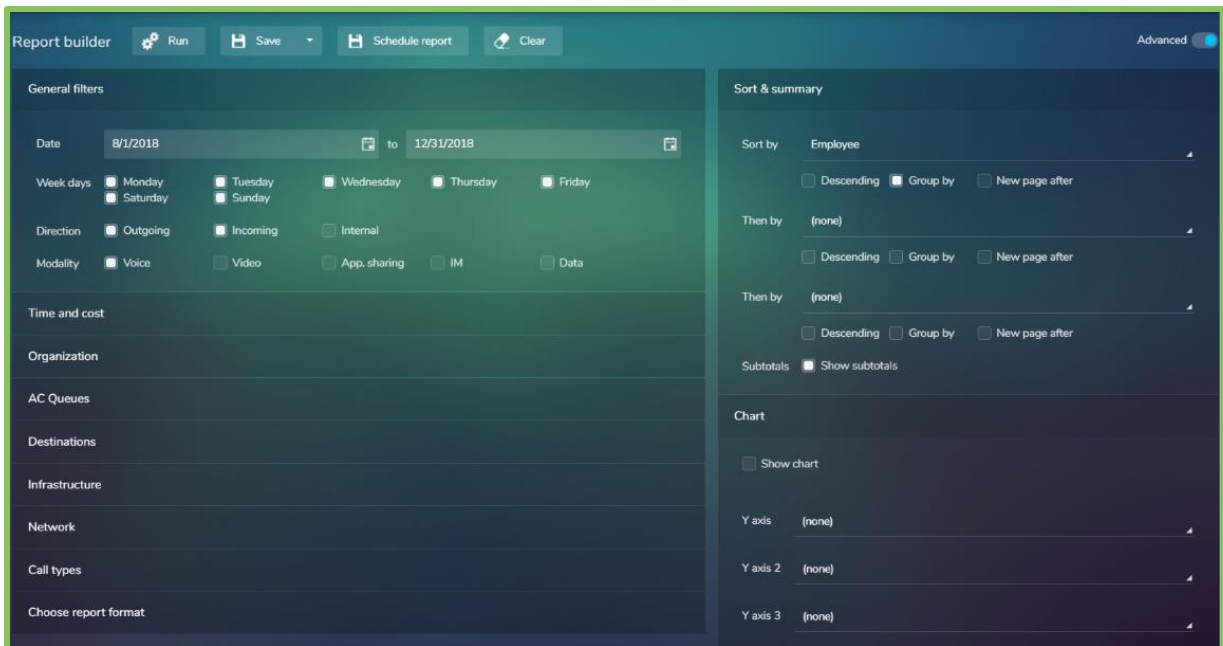
Ready-Made Reports

MAF ICIMS™ comes with a number of pre-loaded reports including: Inactive users, User Adoption, Peak traffic, Sizing, Conference details, Conference summary, Employee details, Top employees and Top destinations.



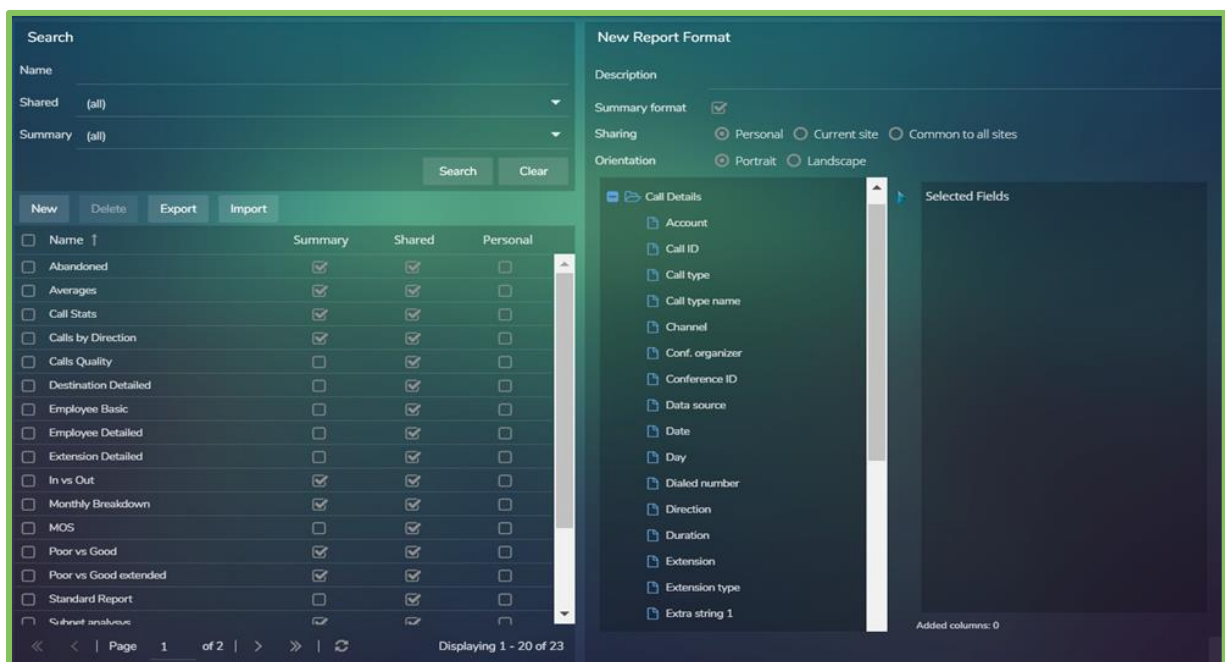
Building a New Report

Creating new reports is simple using the report assistant which takes you step-by-step through the filtering process. It is possible to apply sorting and grouping of the data displayed in the reports. Any filters that are applied can be seen in the report summary displayed on screen and the reports can be run at any point as you work through the steps. Advanced mode allows you to go directly to the required filter. Once the report is built, it can be scheduled to be sent on a regular basis (e.g. daily, weekly, monthly) to any number of recipients.



Report Designer

The report designer is where the format of the report is defined, the fields displayed are selected and field conditions can be applied for summary reports. With the report designer, the user is effectively beginning with a blank canvas in which to design the template to suit their specific requirements. Each field selected represents a column on the report template, and there are literally hundreds of different fields to select.



Account Code Reports

Details of Calls

Detailed call information by account code.

Summary of Calls

Summarised call information by account code.

Billing Reports

Costs per individual call

Line by line, itemised billing.

Cost Summary

Call costs per user or endpoint.

Call Volume Reports

User/endpoint

Call traffic for the selected time period.

Lines/Trunks

Total duration of calls on each selected line or trunk.

Inactive users/endpoints

Unused user licenses/endpoints for a chosen time period.

Summary Reports

(Summary Reports support click-through to access individual call details)

User/Endpoint Summary

Summarised reports based on user account or endpoint.

Ring-Time Summary

Summarised information by ring-time.

Summary

Summary of costs, duration and total calls.

Destination Reports

Destination Analysis

Summarised call information for the areas and countries that have been dialled.

Top Destinations

Call volumes per destination and dialled number.

Destination Types

Calls breakdown by international, national, local, non-geographic, mobile.

Capacity Reports

Sizing Report

Shows required channels for peak call volumes.

Busy Time Traffic Report

Break down of calls by 15 minutes, half hour, hour etc. to understand the busy time periods and capacity required.

Employee Reports

Top Employee Report

Top employees by volume, duration and cost.

Employee Detail Report

Detailed report per employee, showing time, duration, cost, destination and dialled number per call.

Extension Reports

Call Traffic

Shows the total volume, cost and duration of calls per endpoint or per user.

Department Reports

Detail & Summary Reports

Data shown per department with click-through for individual department member details.

Response Time Reports

Extension Ring Time Response

Summarised call information on how each extension responds to incoming calls.

Daily Response

Shows the response to incoming calls on a daily basis.

Response by Ring Time

Summarised call information on the response to incoming calls by ring time.

Abandoned Calls

All unanswered calls with associated ring-time.

Gateway Reports

Gateway Summary

Summarised call information by gateway.

Gateway Details

Detailed call information by gateway.

Tariff Reports

Carrier Tariff Reports

Compare carrier costs for specific calls.



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