MAF QMS™

A Quick Look

Microsoft Teams Call Queue Management System

MAF InfoCom™
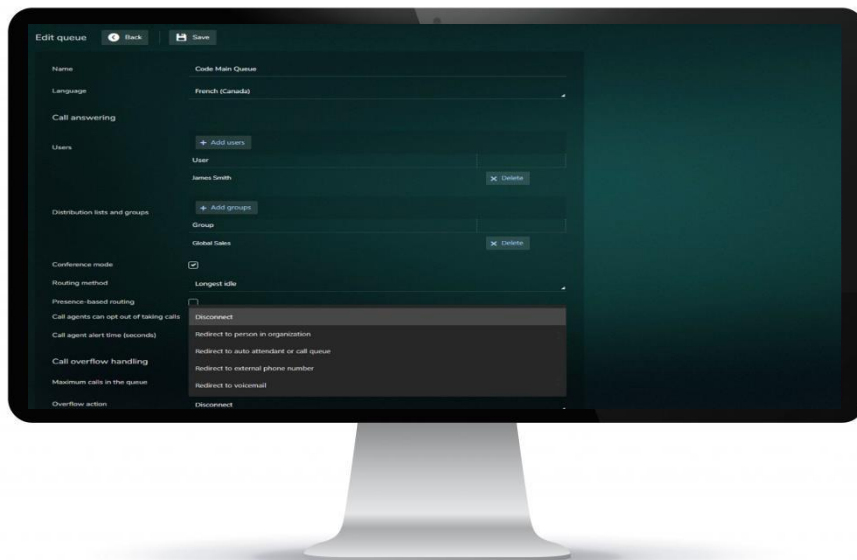
What is it?

MAF QMS™ a management tool to easily make changes to Microsoft Teams Call Queues and Auto Attendants without having to log in to the Microsoft Teams Admin center. Users with the correct security polices will have access to **MAF QMS™** to make changes to their own Call Queues and Auto Attendants. What you see in **MAF QMS™** mirrors what a Teams Administrator sees when accessing the Teams Admin center. Therefore, rather than a user having to log a case with the Teams Administrator and wait for the adjustments to be made each supervisor or user can easily make changes to Call Queues and Auto Attendants themselves.

How can it help me?

MAF QMS™ takes the time and effort away from having to use the Teams Admin portal for Call Queues and Auto Attendants configuration and puts it into the hands of the managers and team leaders.

- Role based access allows for localized management of Call Queues and Auto Attendants without the delay of central control via the Teams administrator.
- All call flows and configuration options that are available in the Teams Admin Centre are also available in **MAF QMS™**.
- **MAF QMS™** is extremely simple to use for none technical staff.
- **MAF QMS™** used in combination with **MAF ICIMS™** and **MAF ICIMS CC™** gives you visibility of real time and historical Call Queues and Auto Attendants performance and allows for quick and easy configuration of Call Queues and Auto Attendants resulting in acceptable call handling times and that SLAs are being met.

Comprehensive user defined security policies
You don't need to use the Teams Administrator any longer to configure changes to Microsoft Teams Call Queues and Auto Attendants. This will greatly reduce time spend on implementing changes in the settings or configuration of the Call Queues and Auto Attendants.

It removes the necessity to contact and use the Teams Administrator for any configuration changes to Call Queues and Auto Attendants reducing the time to implement changes resulting in a reduction in call handling times.

Supports Single Sign On (SSO)
When logging on the appropriate security policy is allocated meaning team leaders or managers have the ability to make changes to call handling options within the Call Queues and Auto Attendants at a local level. This frees up IT Administrator for other tasks.

NOTE: **MAF QMS™**is an additional module to **MAF ICIMS™**

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