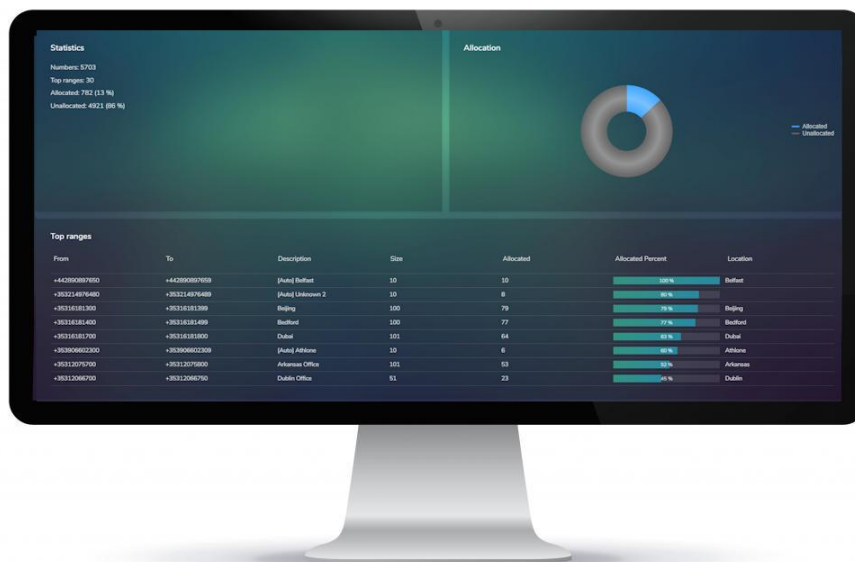


MAF ICIMS™

A Quick Look

Monitoring, Analytics and Reporting for UC&C



What is it?

MAF ICIMS™ is a reporting and analytic solution for Unified Communication and Collaboration (UC&C) platforms. It delivers business critical information through user defined reports, daily dashboards and trend monitors.

How can it help me?

The quick answer is it gives you accurate, relevant information from which you can make informed decisions on the operation of your UC&C platform. No more need for second guessing!

Increase User Adoption

Adoption of a new 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 education and training.

Monitor Call Quality

Often there can be concerns around the quality of voice, video and conference calls. MAF ICIMS™ gives comprehensive quality data that can be used for trouble shooting ensuring the highest levels of service delivery.

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 to a satisfactory level.

Manage resources

A single pane 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 that is not work related.

Have it your way

The simple interface and user defined nature of the software ensure that only relevant information is presented to meet an employee's unique requirements.

What's under the covers?

Users define their specific requirements whether technical or business related. The information is delivered with daily dashboards, trend monitors over a defined date range and with the automated reports. Comprehensive security policies restrict user access to only permitted data.

Search

Quick access to detailed information on users, departments, locations, specific numbers, conferences, queues and response groups.

Dashboards

The dashboard gives a daily snapshot view of UC&C usage. Users define the layout of the dashboards, selecting the required monitors, apply filters and directly create full reports from them



Reports

MAF ICIMS's report assistant guides users through the process of creating a new report applying filters to ensure the relevance of information delivered. Report styles and format can be set and all reports can be run either on an ad-hoc basis, scheduled to run automatically or saved as a template for future use.

How painful is the installation?

It's not! The installation can be completed within hours, not day nor weeks. Delivery is from the cloud meaning no headaches for you with hardware and we ensure you are always on the most up-to-date version.

Trend Monitors

View trends of User Adoption, Call Quality and Employee Productivity. Date range can be defined and further filters applied including Organization Unit, Location and Employee.



Security Policies

An unlimited number of user profiles can be created to broaden or restrict access to features and at an individual or organizational level.

Alarms

To pro-actively manage the capacity of your DID ranges alerts can be sent via email when a range reaches a user defined % capacity. Any number of alarms can be set with varying % capacity thresholds and multiple recipients can receive the email notification.



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