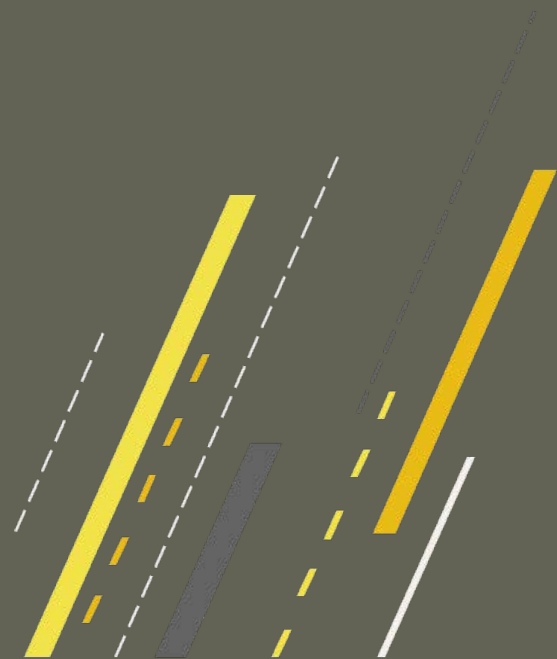




M247

Call Reporting

MAF ICIMS™ for Unified
Communications and Collaboration



**“ User-driven reporting capabilities,
empowering businesses to define
what they want, where and how
reports should deliver key
information to the organisation. ”**

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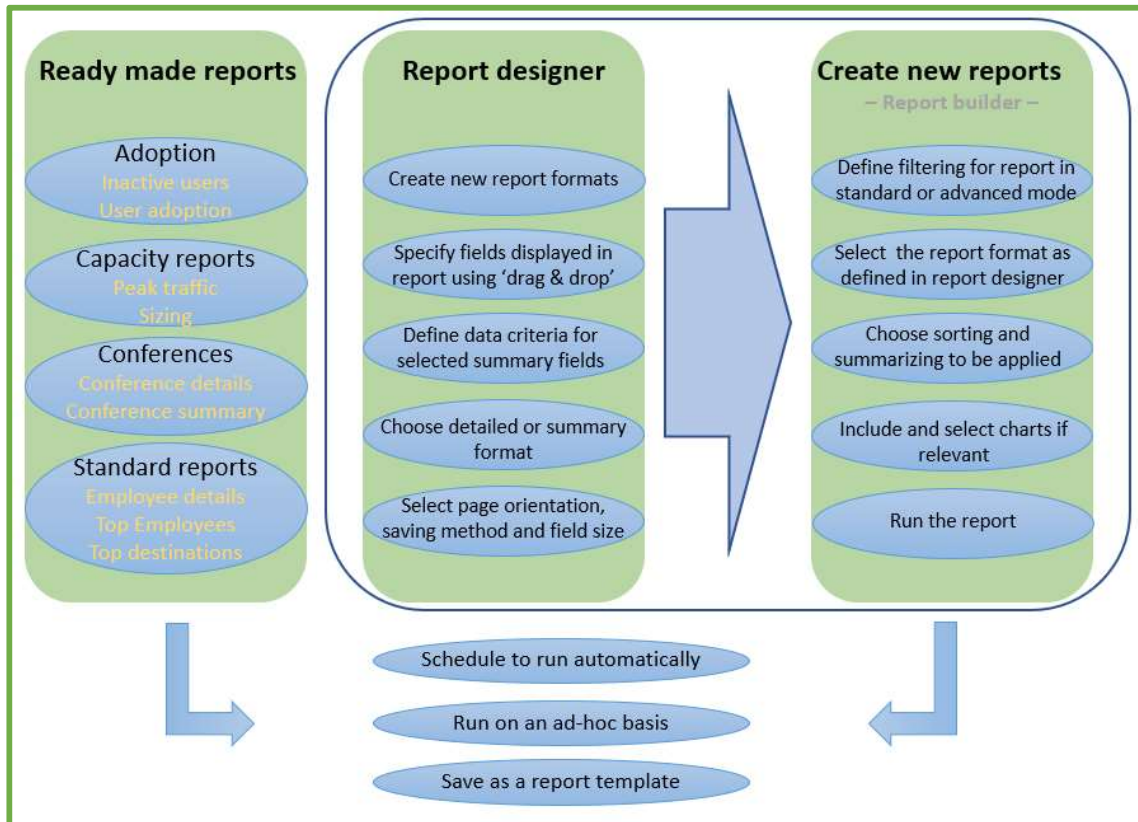
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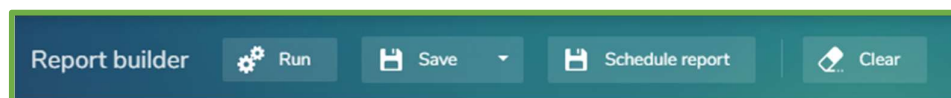
Overview

At the heart of MAF ICIMSTM 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 colour 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.

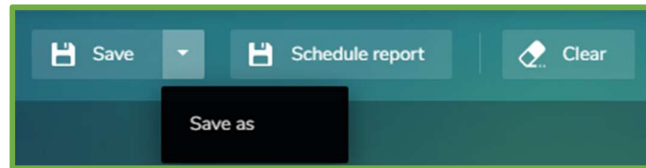
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Saving

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



Saved report

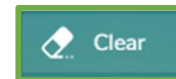
Name

Report type

SAVE CLOSE

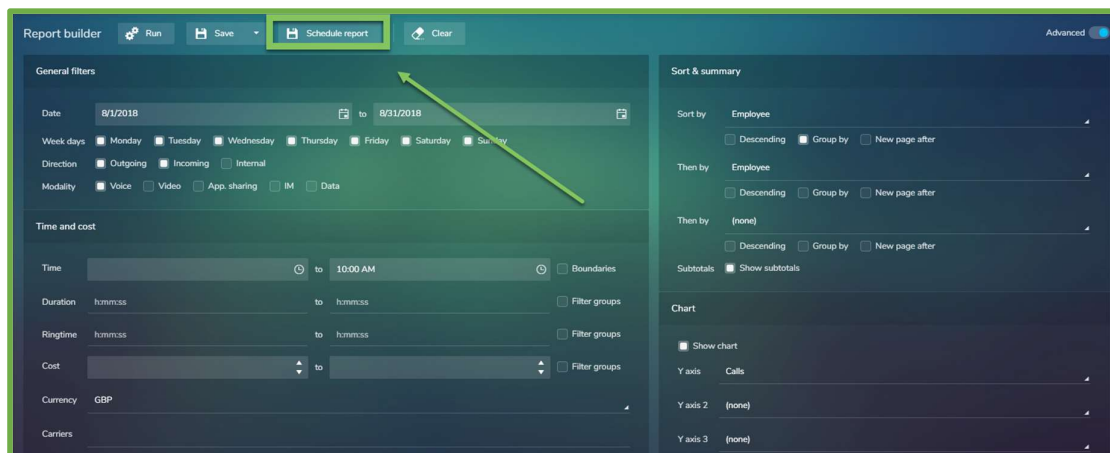
Removing filters (Clear)

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



Schedule report

From the MAF ICIMSTM report builder select schedule report to schedule your report:

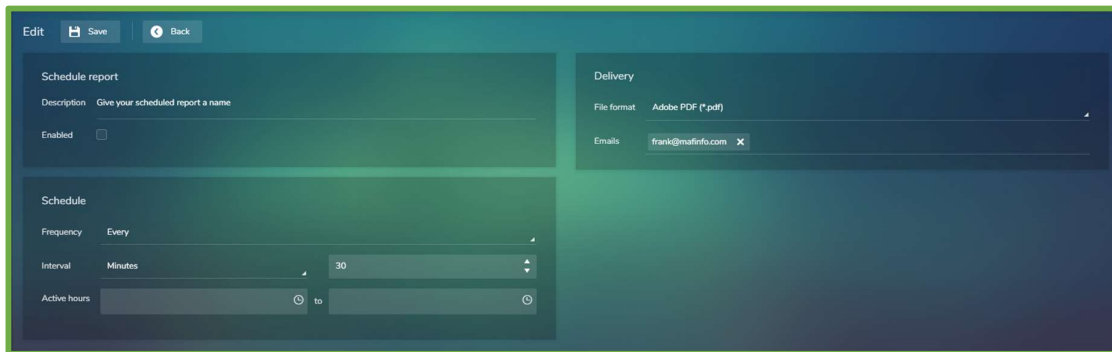


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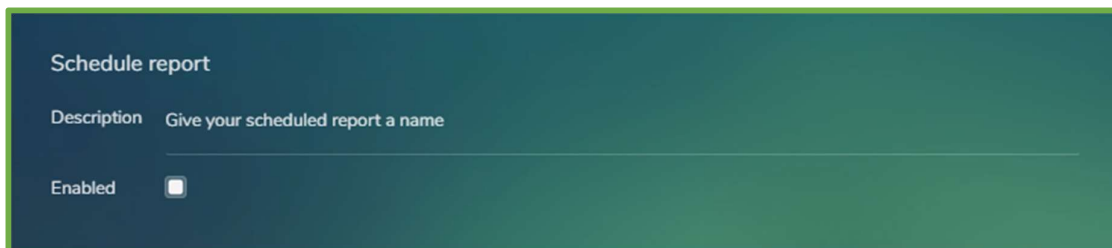
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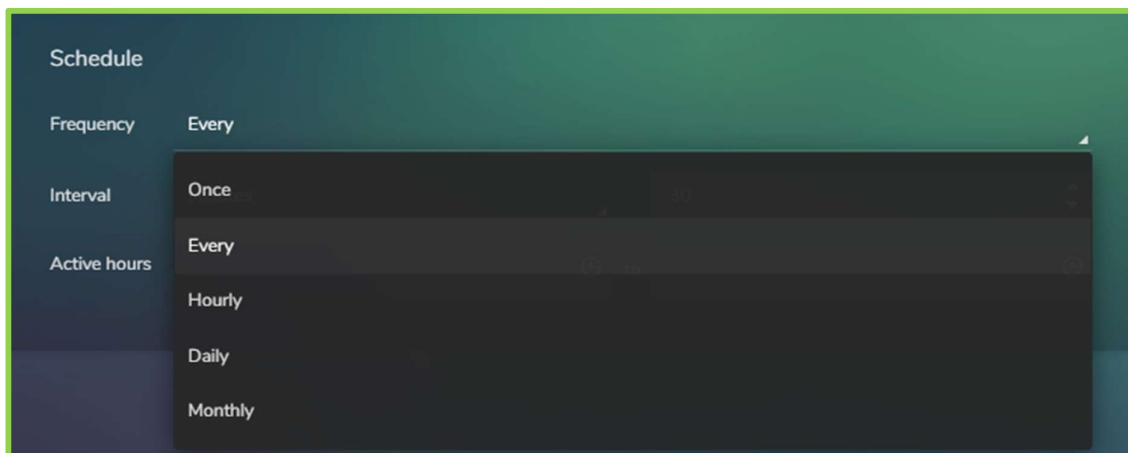
Now a screen opens giving you a quick overview where you can name, schedule and choose the delivery of your report:

A screenshot of a web application interface for configuring a report. At the top, there are buttons for 'Edit', 'Save', and 'Back'. The interface is divided into two main sections. The left section, titled 'Schedule report', contains a 'Description' field with the placeholder text 'Give your scheduled report a name', an 'Enabled' checkbox, and a 'Schedule' section. The 'Schedule' section includes a 'Frequency' dropdown set to 'Every', an 'Interval' dropdown set to 'Minutes' with a value of '30', and 'Active hours' fields. The right section, titled 'Delivery', includes a 'File format' dropdown set to 'Adobe PDF (*.pdf)' and an 'Emails' field with the address 'frank@m247info.com' and a close button.

Now name your report:

A close-up screenshot of the 'Schedule report' section of the interface. It shows the 'Description' field with the placeholder text 'Give your scheduled report a name' and the 'Enabled' checkbox, which is currently unchecked.

Choose an interval for your report:

A close-up screenshot of the 'Interval' dropdown menu. The menu is open, showing options: 'Once', 'Every', 'Hourly', 'Daily', and 'Monthly'. The 'Every' option is currently selected, and the '30' minutes value from the previous screen is visible next to it.

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

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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:

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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)

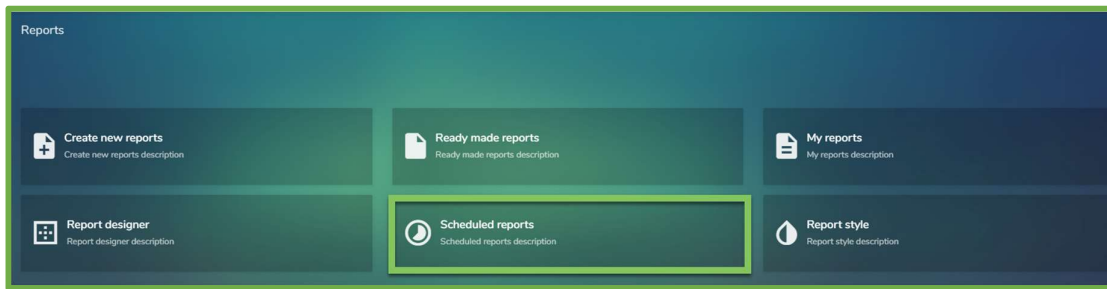
Comma Separated Values (*.csv)

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

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Here you find an overview of all your scheduled reports:

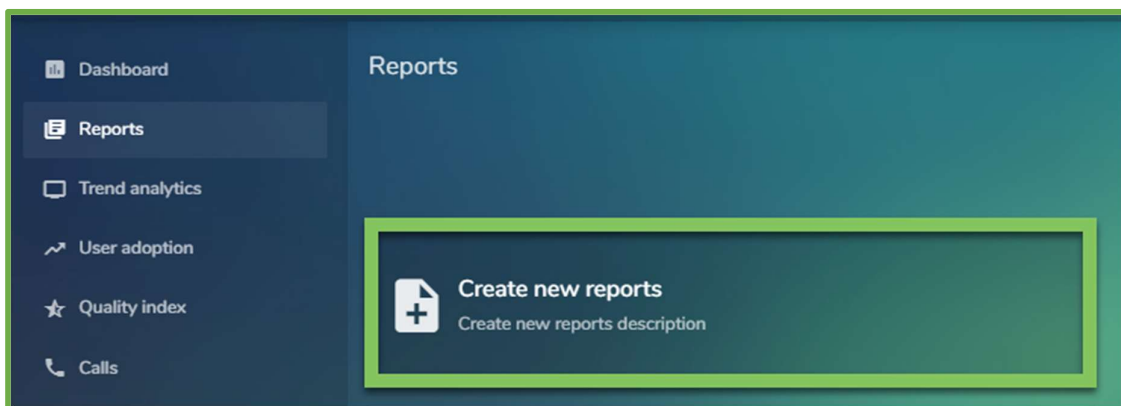
Description ↑	Frequency	Enabled	Last run	Next run	Status
Aus	Daily	<input type="checkbox"/>	10/7/2019 8:00 AM	10/28/2019 8:00 AM	Stopped
Austrie	Daily	<input type="checkbox"/>	10/7/2019 8:00 AM	10/28/2019 8:00 AM	Stopped
Australie 2	Daily	<input type="checkbox"/>	10/7/2019 8:00 AM	10/28/2019 8:00 AM	Stopped
ECS	Every	<input type="checkbox"/>	8/16/2019 12:32 PM	10/24/2019 9:56 AM	Stopped
Iceland 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 Band	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.

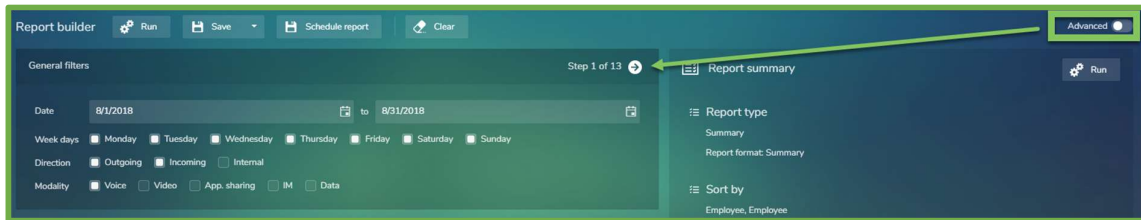


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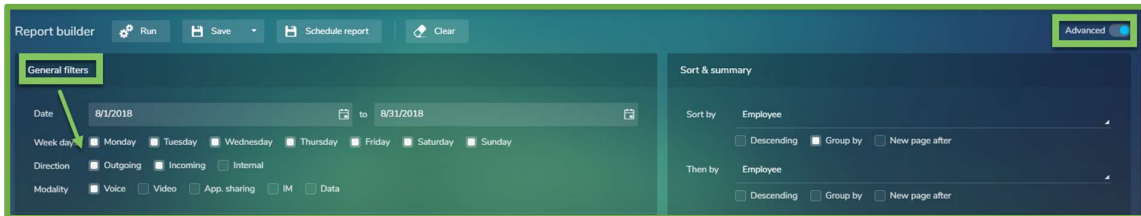
The report builder can be used to create custom reports using a standard mode or an advanced mode. The standard mode allows creating and defining the report in 12 steps which cannot be skipped to ensure all the conditions are applied.



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.

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General filters

Date to

Week days ☒ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday

Direction ☒ Outgoing ☒ Incoming ☐ Internal

Modality ☒ Voice ☐ Video ☐ App. sharing ☐ IM ☐ Data

Time and cost

Time and cost

Time to ☐ Boundaries

Duration to ☐ Filter groups

Ringtime to ☐ Filter groups

Cost to ☐ Filter groups

Currency

Carriers

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.

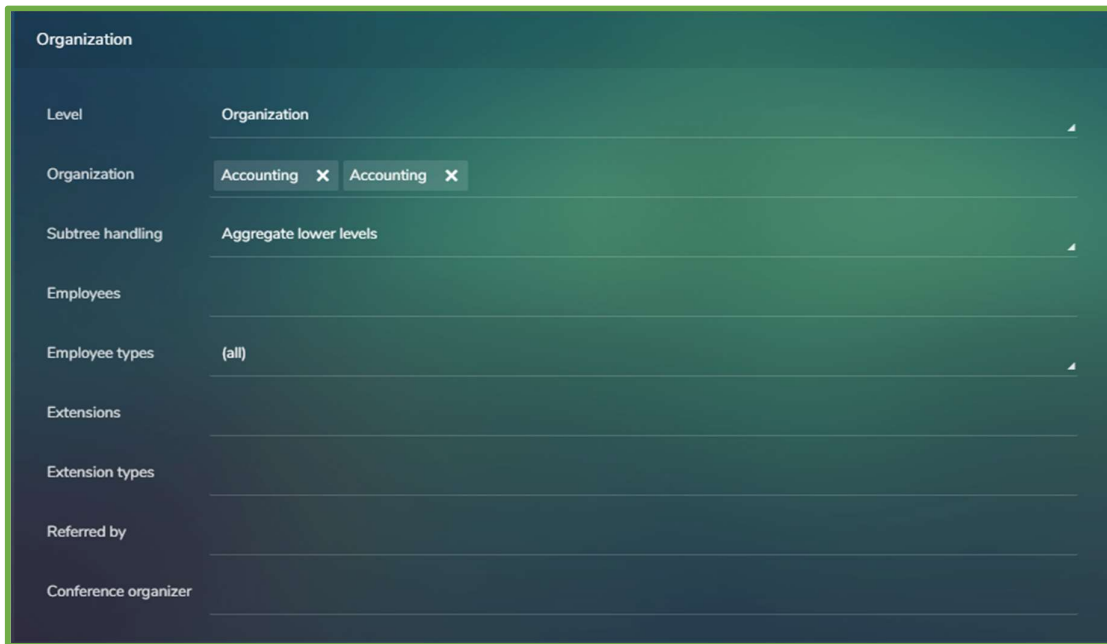
NOTE: It is possible to change the date, time and duration format from the Administration > Sites pop out menu. The selected format will be used throughout UC Analytics.

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Organization Structure



The screenshot shows a configuration interface for 'Organization Structure'. It features a sidebar with labels and a main area with corresponding input fields. The labels on the left are: Level, Organization, Subtree handling, Employees, Employee types, Extensions, Extension types, Referred by, and Conference organizer. The main area shows: 'Level' set to 'Organization'; 'Organization' with two 'Accounting' tags and an 'X' to remove them; 'Subtree handling' set to 'Aggregate lower levels'; 'Employees' is empty; 'Employee types' set to '(all)'; 'Extensions' is empty; 'Extension types' is empty; 'Referred by' is empty; and 'Conference organizer' is empty. Each input field has a small upward-pointing arrow on the right side.

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.



The screenshot shows a filter configuration for 'Employees'. It includes a dropdown menu with a person icon and the text '~undef', followed by an 'X' icon to remove the filter.

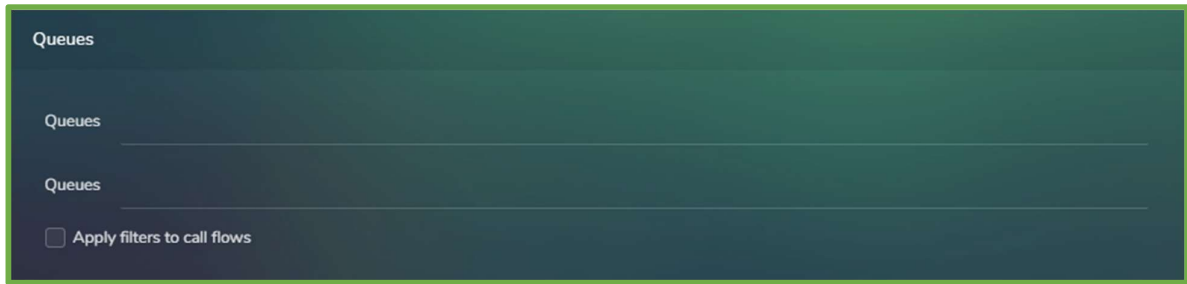
NOTE: Configuration of the Organization structure including Extension types, Organization hierarchy levels and Response Groups are defined in the Organization pop out menu.

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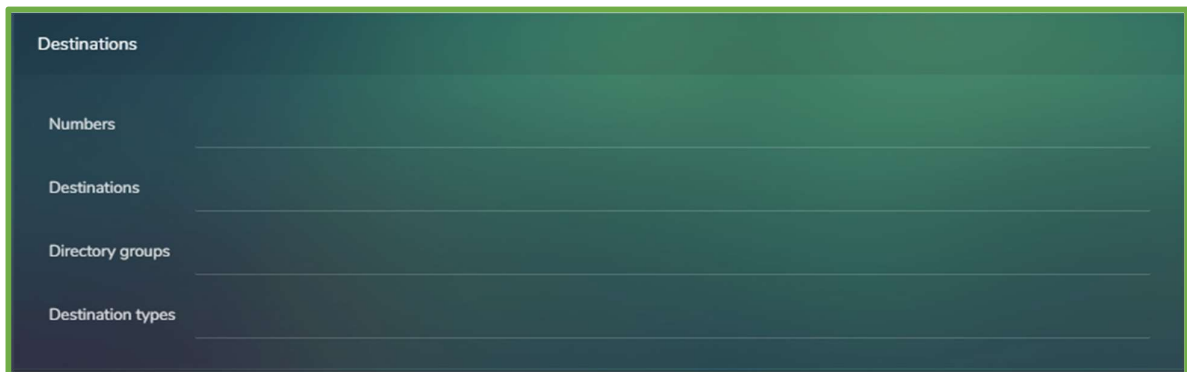


Response group



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.

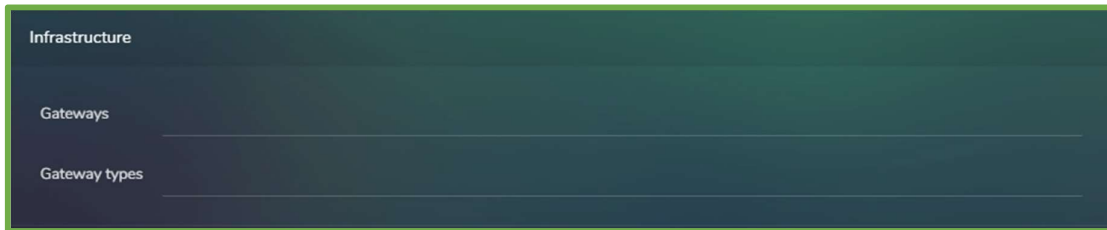
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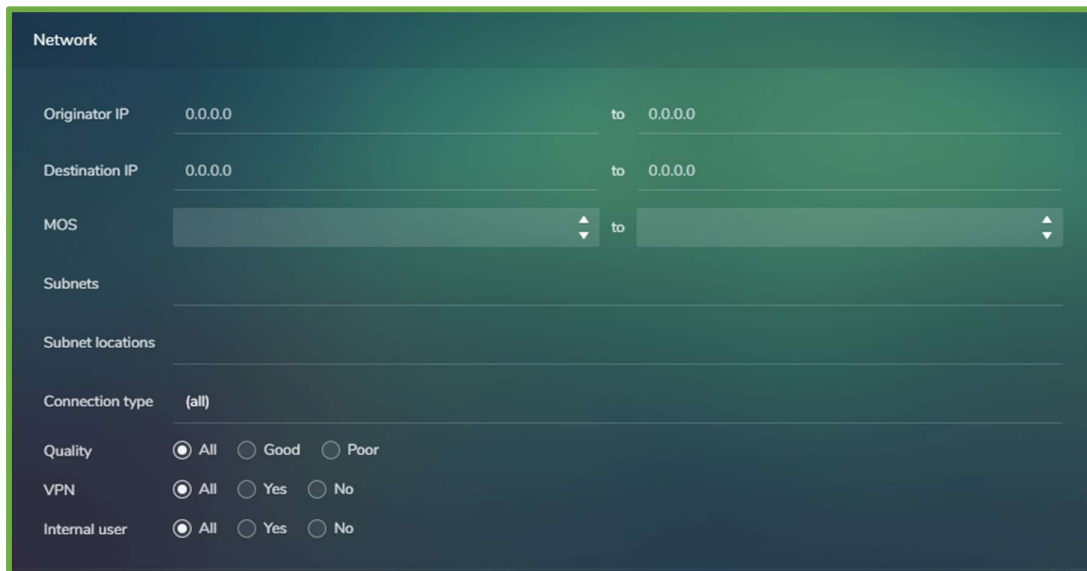
Destination types are also user defined in the Tariff -> Destination.

Infrastructure

A screenshot of the 'Infrastructure' filter interface. It features a dark green header with the title 'Infrastructure'. Below the header, there are two input fields: 'Gateways' and 'Gateway types', each followed by 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

A screenshot of the 'Network' filter interface. It has a dark green header with the title 'Network'. The interface includes several filter sections: 'Originator IP' and 'Destination IP' each with two input fields separated by a 'to' label; 'MOS' with two range-selectors; 'Subnets' with a single input field; 'Subnet locations' with a single input field; 'Connection type' with a dropdown menu currently showing '(all)'; 'Quality' with three radio buttons labeled 'All', 'Good', and 'Poor'; 'VPN' with three radio buttons labeled 'All', 'Yes', and 'No'; and 'Internal user' with three radio buttons labeled 'All', 'Yes', and 'No'.

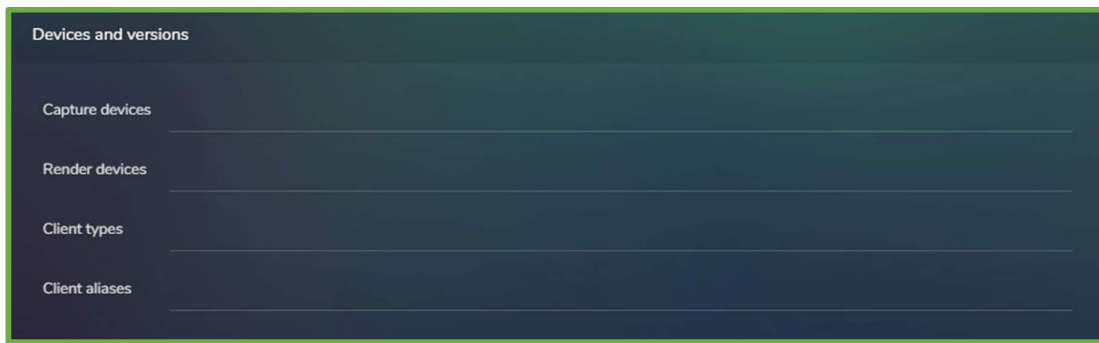
The Network filtering allows specific IP and Subnet locations to be specified. These are typically used for reporting on devices and locations. MOS (Mean Opinion Score) and Quality ranges can also be defined allowing for poor quality calls to be highlighted for trouble shooting and root cause analysis.

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Devices and Versions



Devices and versions

Capture devices

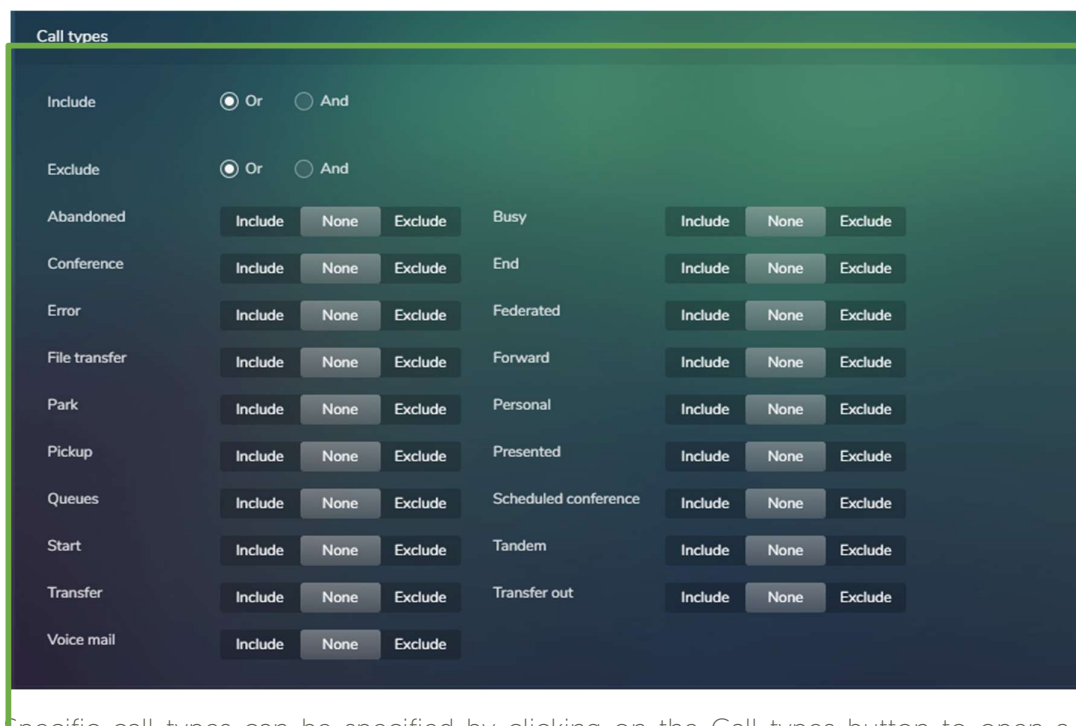
Render devices

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	Include	None	Exclude	Busy	Include	None	Exclude
Conference	Include	None	Exclude	End	Include	None	Exclude
Error	Include	None	Exclude	Federated	Include	None	Exclude
File transfer	Include	None	Exclude	Forward	Include	None	Exclude
Park	Include	None	Exclude	Personal	Include	None	Exclude
Pickup	Include	None	Exclude	Presented	Include	None	Exclude
Queues	Include	None	Exclude	Scheduled conference	Include	None	Exclude
Start	Include	None	Exclude	Tandem	Include	None	Exclude
Transfer	Include	None	Exclude	Transfer out	Include	None	Exclude
Voice mail	Include	None	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"

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means that one of the selected criteria must be accomplished. "And" means that all the selected criteria must be realized.

Format options

Choose report format

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

Sort & summary

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

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Chart

Chart

☐ Show chart

Y axis

Calls

Y axis 2

Duration

Y axis 3


(none)


Y axis 4


(none)


Y axis 5

(none)

Column

Pie

Line

StackedColumn

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.

Report summary

Run

Report type

Summary

Report format: Summary

Sort by

Employee, Employee

Group by

Employee

Show subtotals

Filters

Date: 8/1/2018 - 8/31/2018

Week days: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Direction: Outgoing, Incoming

Service type: Voice

Time below 10:00:00 AM

Currency: GBP



Units: Accounting, Accounting

Employees: ~undef

Chart

Chart type: Stacked column

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Who we are

M247 is a global technology partner for business growth.

As an international service provider of cloud, connectivity and unified communications, the group serves customers across 110 countries and is a single-end-to end partner for implementation, service and support, wherever customers are in the world.

Our partnership with MAF Infocom serves a large variety of businesses, ranging from SME's to multi-national global enterprises. In Europe MAF InfoCom(TM) 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.

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