



## MAF ICIMS™

Skype for Business System Monitors and  
Call Detail Monitors

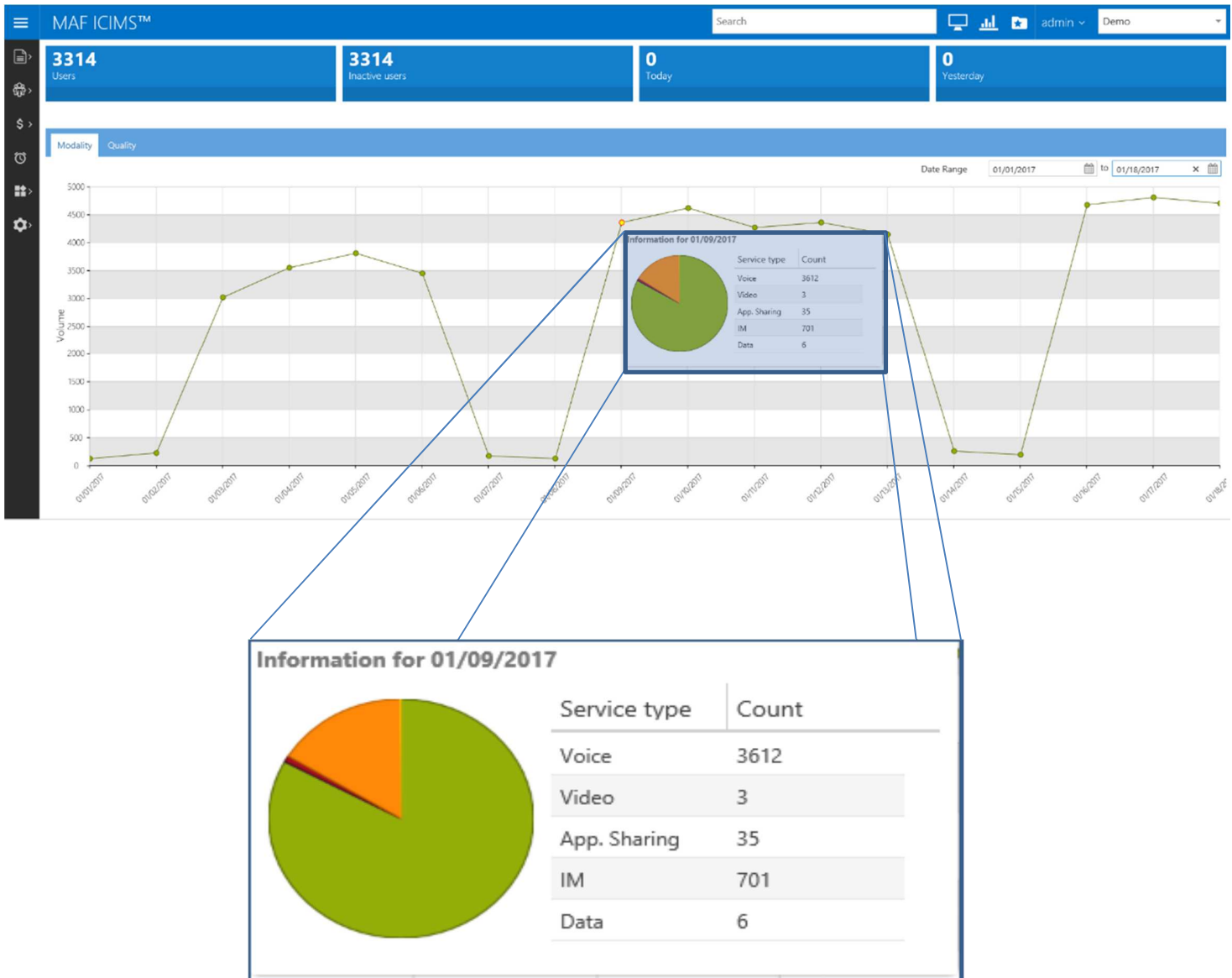


# SKYPE FOR BUSINESS SYSTEM MONITORS

The System Monitors available with MAF ICIMS™ gives a graphical representation of consumption, user adoption and call quality over a user defined time period across the entire Skype for Business system.

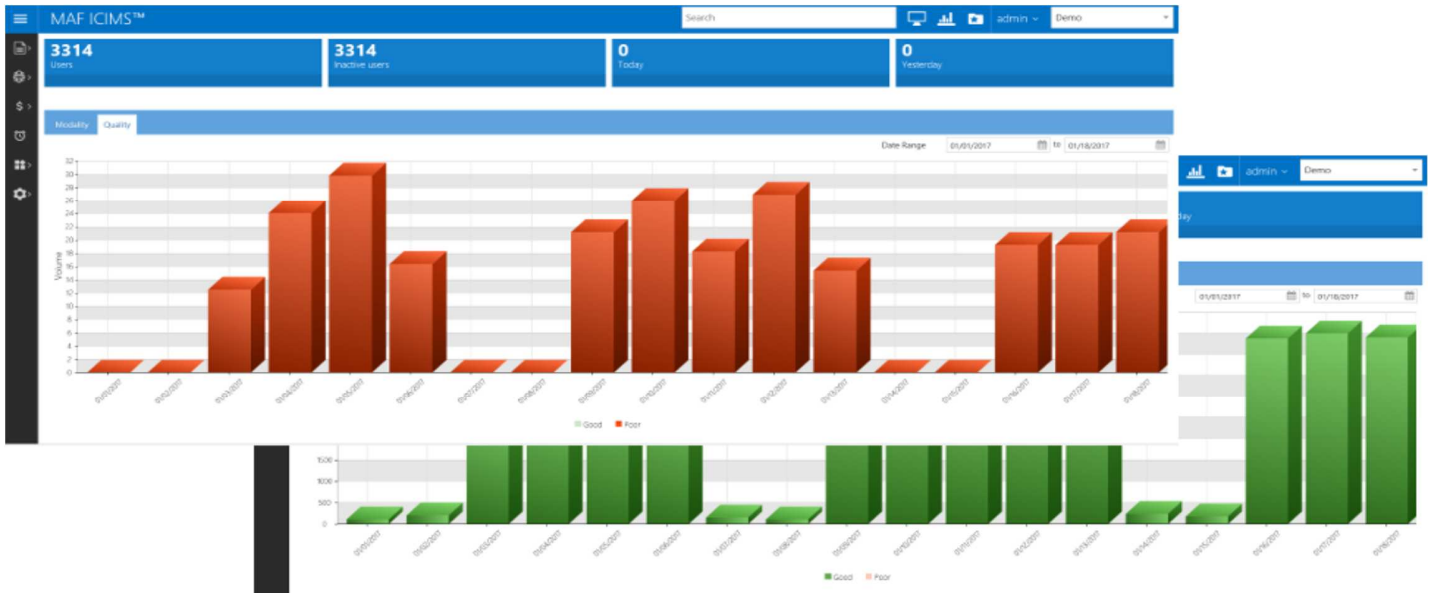
## Skype for Business Modality System Monitor

User Adoption is key to the success of Skype for Business deployment. The Modality System Monitor shows the total daily activity (Voice, Video, IM and App Sharing) across the entire system for a user defined date range. Individual modality totals can be seen by 'mousing over' the desired day or hour.



# Skype for Business Call Quality System Monitor

Call Quality is another essential element for the successful delivery of Skype for Business. The Quality system monitor shows total number of 'good' quality calls and 'poor' quality calls. You can simply choose which to present in the graph yourself by simply selecting or deselecting Good and/or Poor below the graph. These criteria is in line with the Microsoft methodology of defining call quality. Users can specify the date range that the monitor will display.



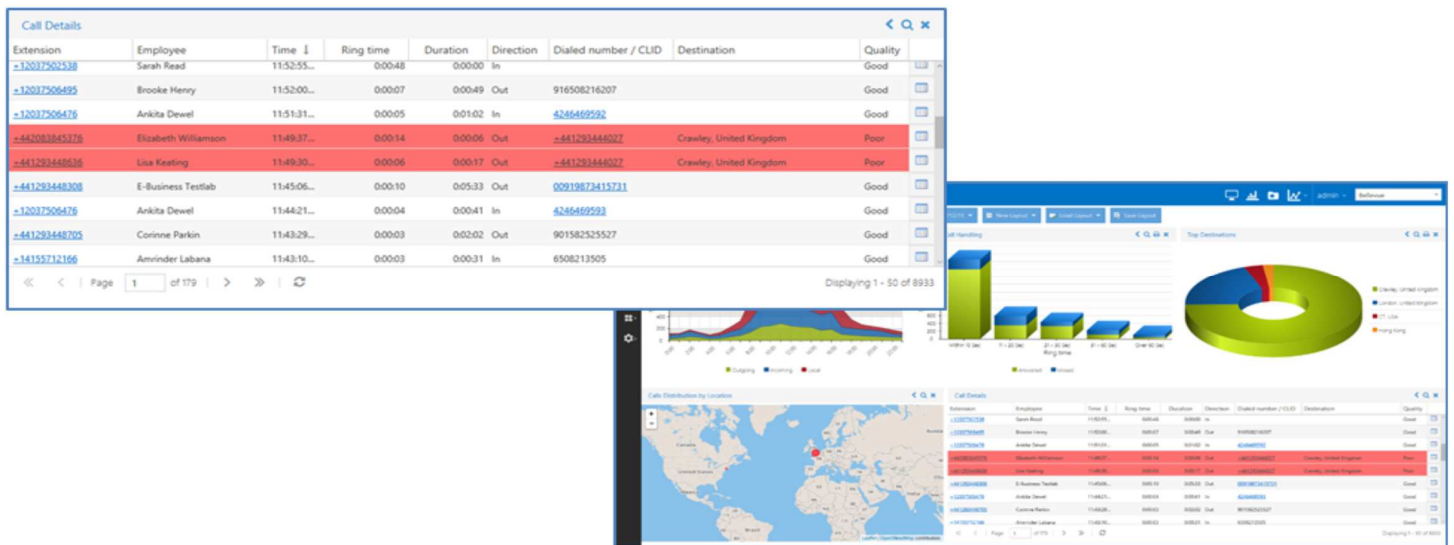
Further details can be seen at the top of the System Monitor. The User figure is taken from users enabled in the Skype for Business active directory. Inactive users are those users that have not made a call in last 30 days a call being defined as Audio, Video or IM this will give an indication of consumption. Today and Yesterday give total system volumes of calls (as previously defined).

<b>2536</b> Users	<b>132</b> Inactive users	<b>3284</b> Today	<b>7553</b> Yesterday
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# SKYPE FOR BUSINESS CALL DETAIL MONITOR

The MAF ICIMSTM Call Detail Monitor shows device and quality details for an individual call.

It is accessed from the Call Details dashboard which now has 2 new fields: **Quality** which can be either Good or Poor calls (Poor quality calls are highlighted in red) and a **Detail** icon



Clicking the detail icon opens the Call Detail Monitor on the Devices tab. The monitor displays Skype for Business **Call from** and **Call to** details including Name, Title, Org unit, Ext, Client type and Location. There is an overview of the call including Service type (Audio, Video, Conf, IM), Time of call, Ring time, Call duration, Call type (Completed or Abandoned), Quality rating (Poor or Good) and Disconnection details. The Map shows the geographical location of the legs of the call. Network details show Gateway, Network MOS, Avg. net MOS degradation, Avg. Jitter, Packets lost, Audio round trip and Ratio concealed samples avg.

The Devices tab at the bottom of the monitor shows From and To information on Client type, Client version, Connection type, VPN, Endpoint, IP Address, Reflexive IP Address, Subnet, Capture device and Render Device and Audio codec.

Call Details 02/12/15 11:49:30 PM

**Call from**

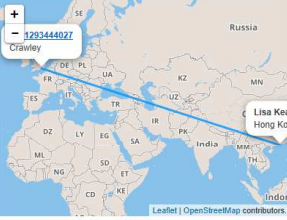
**Lisa Keating**

Title	
Organization unit	Sales
Extension	+441293448636
Client type	Lync Phone Edition
Location	Hong Kong

**Call to**

+441293444027

Number	+441293444027
Client type	MediationServer
Location	Crawley



Overview	
Service type	Audio
Time	11:49:30 PM
Ring time	0:00:06
Duration	0:00:17
Call type	Completed
Quality	Poor
Disconnected by user	lgw.hangarsecurity1@fyvvrimg.com
Disconnected by phone	+441293448636

Network	
Gateway	APVAAOFFLync1.vaa.vtg.local
Network MOS	2.49
Avg. net MOS degradation	1.21
Avg. jitter	1 ms
Packets lost	0 %
Audio round trip	3
Ratio concealed samples avg.	0 %

Quality	
<b>From</b>	
Client type	Lync Phone Edition
Client version	CPE/4.0.7577.4455 OCPhone/4.0.7577.4455 (Microsoft Lync Phone Edition)
Connection type	Ethernet
VPN	False
Endpoint	OCPhone
IP Address	10.7.25.112
Reflexive IP Address	0.0.0.0
Subnet	10.20.7.0
Capture device	UCPhone
Render device	UCPhone
<b>To</b>	
Client type	MediationServer
Client version	RTCC/5.0.0.0 MediationServer
Connection type	Wired
VPN	False
Endpoint	SVAABSELync1557
IP Address	10.20.16.10
Reflexive IP Address	0.0.0.0
Subnet	10.20.7.0
Capture device	
Render device	

Switching to the Quality tab at the bottom of the monitor it is possible to see more quality details on the call; Conv. MOS, Network MOS, Min net MOS, Avg. net MOS degradation, Max net MOS degradation, Avg. Jitter, Max Jitter, Packets lost, Audio round trip, Ratio concealed samples avg. From and To information can be seen on Listen MOS and Send MOS.

## About MAF InfoCom™

MAF InfoCom™ is a leading innovative technology provider with almost 20 years' experience in delivering products and services for Monitoring, Analytics, Reporting and Recording of telephony and Unified Communications, Call Management, Call Accounting & Telecom Expense 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 number 1 in Call Management, Call Accounting & Telecom Expense Management.

With our latest developments MAF ICIMS™ and MAF UCR™ Monitoring, Analytics, Reporting & Recording solutions for Skype for Business and Unified communications we expand our sales across the globe rapidly. Our solutions also work with every other major (IP)PBX and UC manufacturer platform like Cisco, Mitel, Avaya, Alcatel-Lucent etc.

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.

## Monitoring, Analytics, Reporting and Recording for Unified Communications.

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