



# MAF NMS™

Number Management System  
(for DiD/DDi range management)

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Tracking and managing Direct-in-Dial (DID's or DDI's depending on where you're from) and extensions can be a costly and time-consuming task for companies of any size. Not anymore with MAF NMS™, the single pane of glass view and automation of manual tasks results in reduced costs and risks and improved business processes. No more trying to manage with multiple spreadsheets.

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## OVERVIEW

MAF NMS™ can be delivered either from our cloud or on customer servers. It can be delivered either as a standalone solution or part of MAF ICIMS's suite of reporting and monitoring Unified Communications solutions. It is (IP)PBX and UC platform independent and it is relevant to any company that has DID's/DDI's.

As part of the installation process typically the existing DID/DDI ranges are imported in .CSV format. Once the initial data population is completed the on-going management and data import is fully automated as a scheduled task.

### AUTOMATED DID/DD RANGE POULATION

MAF NMS™ automatically updates the details for each of the DID/DDI ranges. Typically, this is taken from AD or any other database through ODBC connection, or .csv files. This means any adds/moves/changes that are made in Active Directory will automatically update MAF NMS™.

Link fields	
Import field	Source field
Extension number	
Extension type	
Employee ID	
Employee First Name	
Employee Last Name	
Location	
DID	

## DID/DDI CONFIGURATION

It is possible to stipulate how long a DID or DDI is held for after it has been 'unallocated'. This feature is used to ensure that a DID/DDI is not immediately re-allocated after an employee has left which may result in a call to a new starter. This is a system wide parameter but it is possible to state differing hold times for individual ranges.

**DID Configuration**

Hold number for  days

## DID/DDI STATISTICS

The DID/DDI statistics screen gives summary information of the DID/DDI ranges, totals DID/DDI Ranges, Allocated DID/DDI Numbers and Unallocated DID/DDI Numbers. The total allocated vs. unallocated DID's/DDI's can be seen in the pie chart. The table displays range information; From, To, Description, Size, Allocated, % (Total allocated) and Location. Sorting can be applied to any of these fields for example to see the top % allocated ranges first.



## DID/DDI RANGES

The tasks associated with DID's/DDI's ranges are conducted from here. As with the DID/DDI statistics screen it is possible to select any column and sort either alphabetically or ascending / descending depending on the field.

<input type="checkbox"/>	From	To	Description ↑	Size	Allocated	%	Location	Provider	Provider #
<input type="checkbox"/>			Amsterdam	400	45	11 %	Amsterdam	null	
<input type="checkbox"/>			Bratislava	100	31	31 %	Bratislava		
<input type="checkbox"/>			Brazil	800	0	0 %		Claro	null
<input type="checkbox"/>			Brussels	50	41	82 %	Brussels	null	
<input type="checkbox"/>			Budapest	20	17	85 %	Budapest	null	
<input type="checkbox"/>			Buenos Aires	49	44	90 %	Buenos Aires	null	
<input type="checkbox"/>			Cambridge	756	474	63 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	300	142	47 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	200	92	46 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	100	4	4 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	500	1	0 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	242	121	50 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	100	40	40 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	800	641	80 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	943	505	54 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	100	52	52 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	899	517	58 %	Cambridge	null	

## SEARCH

There are 5 fields available to search on; Number, Description, Provider, Provider # and Location.

## NEW

From here the parameters for a new DID/DDI range can be specified. There is an option available to auto-generate Extensions from the new DID's/DDI's.

**New DID range**

Description

From number

To number

Service provider

Service provider #

Hold days

Location

Create extension range

From extension

To extension

Save

## IMPORT / EXPORT

A list of the DID/DDI ranges with details of; Description, From Number, To Number, Size, Service Provider, Service Provider #, Hold Days and Location can be imported from .CSV file.

In a similar manner, it is possible to export all the DID/DDI ranges with the above fields into a .CSV file.

## RANGE DETAILS

From the DID/DDI Ranges screen a specific range can be selected to view further details. Searching is available on Number, Extension and Employee. The physical location of the DID/DDI range is displayed in the map and the pie chart gives a 'snapshot' view of the total DID/DDI allocation for the range.

The screenshot displays the 'Brussels' interface for DID/DDI Ranges. It features a search section on the left with fields for 'Number', 'Extensions', and 'Employees'. A central map shows the location of Brussels. To the right, a 'DID Allocation' pie chart shows a large red segment for 'Allocated' and a smaller green segment for 'Unallocated'. Below these is a table titled 'Numbers' with columns for DID, Extension, Allocated, Reserved until, Employee, and Active employee. The table lists various DID numbers (e.g., 10510, 10511, 10512) and their corresponding details. The interface includes navigation buttons like 'Search' and 'Clear', and a footer indicating 'Page 1 of 3' and 'Displaying 1 - 20 of 50'.

## DID/DDI ALLOCATION/EDITING

On selecting an individual DID/DDI it is possible to allocate or edit the DID/DDI to a specific extension and employee. The DID/DDI can also be reserved until a specified date, typical use of this is when a new starter or contractor will be requiring the DID/DDI on a known future date. If not allocated by that date the DID/DDI returns to the 'pot' for general availability.

The screenshot shows the 'DID/DDI Allocation/Editing' form. It includes a 'Reserved until' date picker, an 'Extension' dropdown menu, and an 'Employee' dropdown menu. Below these is a 'Notes' section with a text area and a rich text editor toolbar containing buttons for Bold (B), Italic (I), Underline (U), Text color (T), and Background color (T).

## EXPORTING

The entire DID/DDI range can be exported in .CSV format showing; ID, DID/DDI, Extension, Employee, Allocated (True / False), Active Employee (True / False) and Reserve Until date.

## ALARMS

Any number of alarms can be set, sending an email notification when a DID/DDI range has reached capacity. These are user defined thresholds giving the flexibility to meet specific requirements.

The screenshot displays the UCAS interface for configuring alarms. On the left, a search bar and a table of existing alarms are visible. The table has columns for Name, Enabled, Type, Modified by user, and Last updated. One alarm is listed: 'DID Range over 90 % Capacity' with 'DID range' as the type, modified by 'mark.armstrong' on '08/10/2017'. On the right, the configuration pane for a new alarm is shown. The 'Name' is 'DID Range over 75% Capacity', 'Enabled' is checked, and the 'Rule type' is 'DID range'. The 'Active' section is expanded, showing a calendar for the week of Sunday to Saturday, with the entire week selected. The 'From time' is set to '12:00:00 am' and the 'To time' is '11:59:59 pm'. The 'Alarms' section has an 'E-mails' field. A 'Save' button is at the bottom right.

## POWERSHELL

The use of PowerShell scripts further assists in task automation and configuration of the DID/DDI ranges. Currently available:

Command	Function
New-UCASession	Connects to a UCA Server
New-UCADIDRange	Creates a new DID range
Set-UCADIDRange	Updates an existing DID range
Remove-UCADIDRange	Removes an existing DID range
Remove-UCADIDRange	Generates a list of DID ranges
Get-UCAFreeDID	Requests a free DID

## 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.

### European Headquarters

Comeniusstraat 2a  
1817 MS ALKMAAR  
The Netherlands

T :+ 3172-8200205