

maf  
infocom



# MAF ICIMS™

Response Group Map

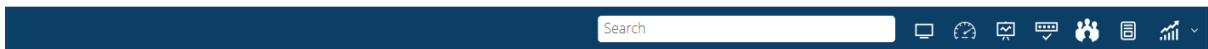


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Skype for Business Response Groups route and queue incoming calls to designated persons, known as agents. You can increase the use of telephone support services and reduce the overhead of running these services by using response groups. The RG Map available with UC Analytics gives clear visibility of Response Group performance ensuring Call Handling times are acceptable and resources have been allocated accordingly.

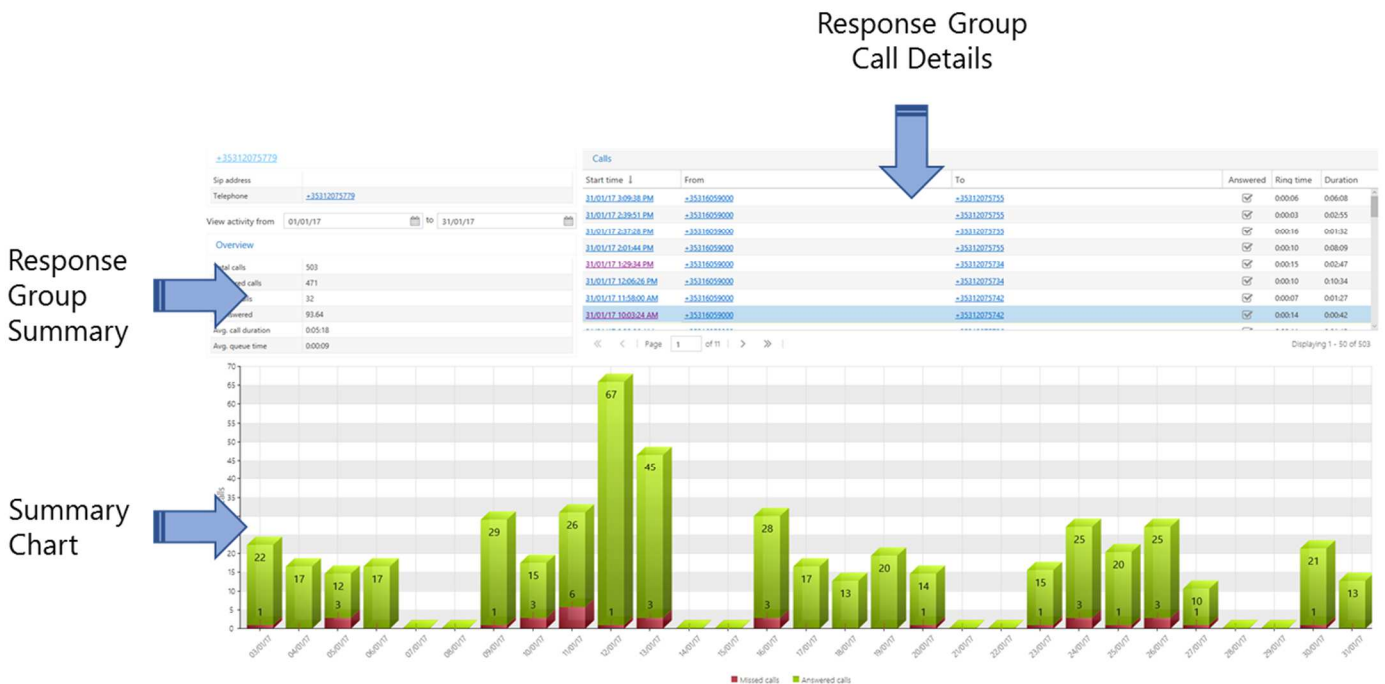
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From the UC Analytics search box, the required Response Group is selected.



Once a Response Group has been chosen the required date range is selected, the first map shows an overview of the Response Groups performance.

**RG SUMMARY MAP**



### RESPONSE GROUP SUMMARY

View activity from  to

**Overview**

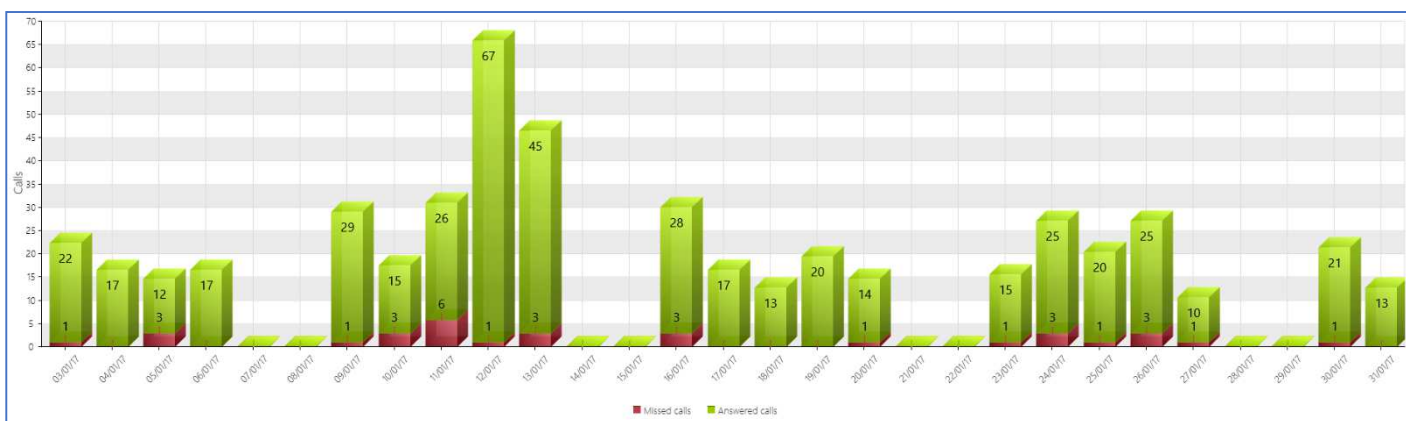
Total calls	503
Answered calls	471
Missed calls	32
% answered	93.64
Avg. call duration	0:05:18
Avg. queue time	0:00:09

### RESPONSE GROUP CALL DETAILS

Start time ↓	From	To	Answered	Ring time	Duration
30/01/17 2:46:04 PM	+35316059000	+35312075755	<input checked="" type="checkbox"/>	0:00:26	0:05:41
30/01/17 2:39:05 PM	+35316059000	+35312075742	<input checked="" type="checkbox"/>	0:00:10	0:07:46
30/01/17 2:26:37 PM	+35316059000	+35312075755	<input checked="" type="checkbox"/>	0:00:06	0:09:35
30/01/17 2:16:09 PM	+35316059000	+35312075755	<input checked="" type="checkbox"/>	0:00:07	0:03:53
30/01/17 1:06:01 PM	+35316059000	+35312075734	<input checked="" type="checkbox"/>	0:00:13	0:24:47
30/01/17 11:16:48 AM	+35316059000	+35312075779	<input type="checkbox"/>	0:00:06	0:00:00
30/01/17 10:52:51 AM	+35316059000	+35312075734	<input checked="" type="checkbox"/>	0:00:06	0:22:21
30/01/17 10:29:19 AM	+353761072350	+35312075734	<input checked="" type="checkbox"/>	0:00:11	0:02:48

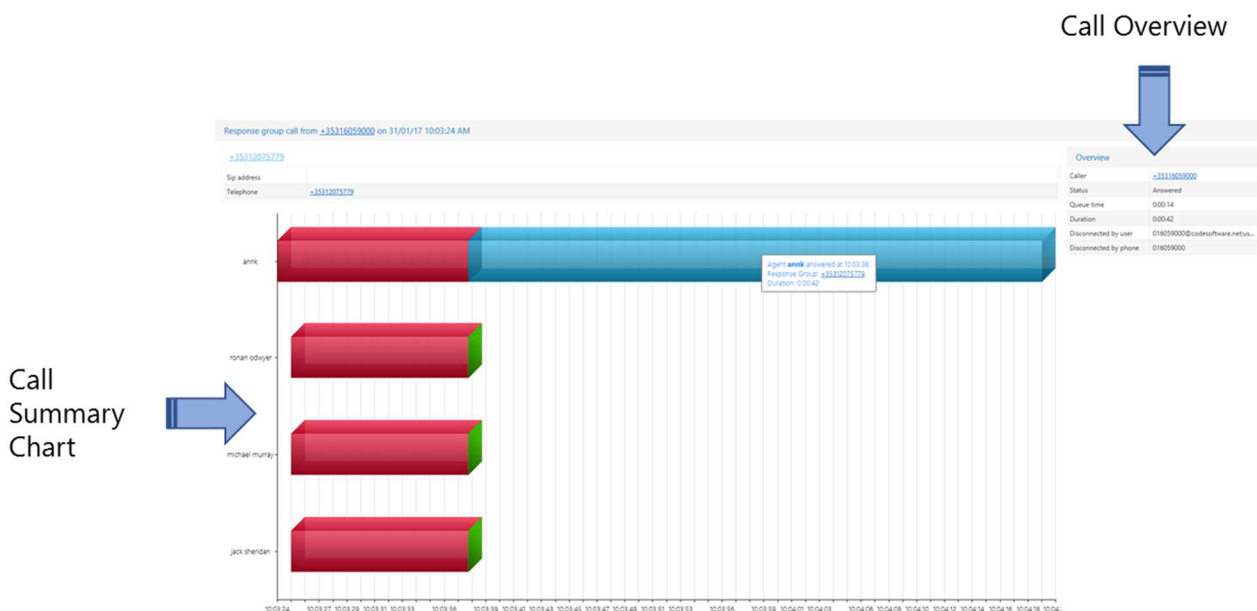
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### SUMMARY CHART



### RG CALL DETAIL MAP

To view individual call details presented to the Response Group, select the required call from the RG SUMMARY MAP.

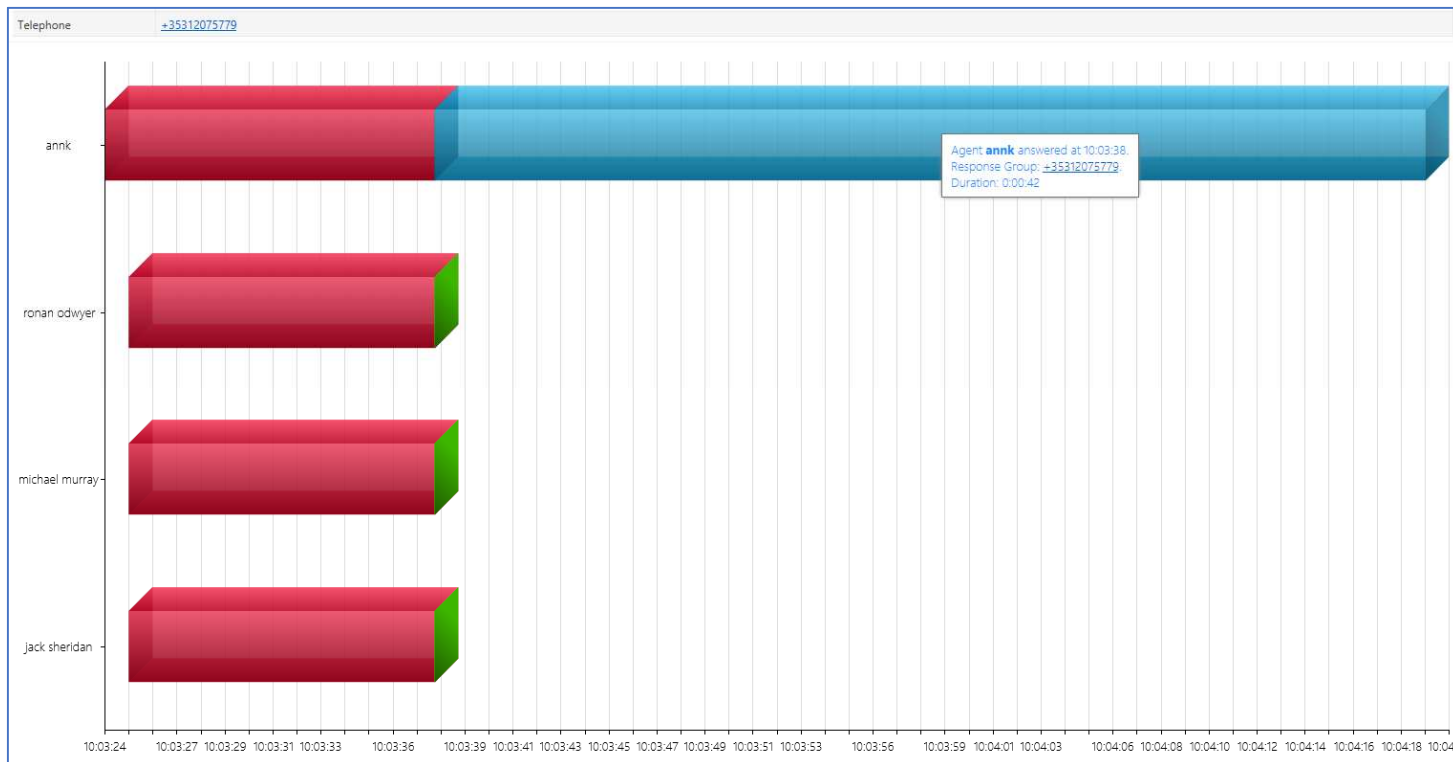


All agents presented with the call are shown on the chart. Call queue time and talk duration are displayed, colour coded. An overview of the call details can also be seen

### CALL OVERVIEW

Overview	
Caller	+353 [redacted]
Status	Answered
Queue time	0:00:14
Duration	0:00:42
Disconnected by user	016059000@codesoftware.net;us...
Disconnected by phone	016059000

### CALL SUMMARY CHART



If call quality details are required, it is possible to open the Call Detail Monitor by clicking on the required part of the Call Summary chart.

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

**Call from**

**Lisa Keating**

Title	Sales
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	Igw.hangar.security1@fy.virgin.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 %

**Devices** | Quality

From		To	
Client type	Lync Phone Edition	Client type	MediationServer
Client version	CPE/4.0.7577.4455 OCP/4.0.7577.4455 (Microsoft Lync Phone Edition)	Client version	RTCC/5.0.0.0 MediationServer
Connection type	Ethernet	Connection type	Wired
VPN	False	VPN	False
Endpoint	OCP/4.0.7577.4455	Endpoint	SVAASSELVNC1557
IP Address	10.7.25.112	IP Address	10.20.16.10
Reflexive IP Address	0.0.0.0	Reflexive IP Address	0.0.0.0
Subnet	10.20.7.0	Subnet	10.20.7.0
Capture device	UCPhone	Capture device	
Render device	UCPhone	Render device	

## About MAF InfoCom™

Formed in 2000, MAF InfoCom™ is a leading innovative technology provider with almost 20 years' experience in delivering solutions for Monitoring, Analytics, Reporting and Recording of telephony and Unified Communications, Call Management, Billing & Call Accounting.

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 we expand our sales across the globe rapidly. Our solutions work with every major (IP)PBX and UC manufacturer platform.

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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