



# MAF ICIMS™

Unified Communications Employee Productivity Reporting  
& Monitoring



// Clear visibility of employee productivity allows organisations to ensure their Unified Communications installation is being used as efficiently as possible and call handling times are at an acceptable level. MAF ICIMS™ delivers comprehensive reports, dashboards and system alerts which will assist organizations in delivering the highest level of customer service.

//

## Overview

This document focuses on the features of MAF ICIMS™ that can assist organisations specifically around the areas of employee productivity. However, the general reporting and monitoring capabilities of MAF ICIMS™ covers all aspects of Unified Communications usage. It delivers business critical information around user adoption, call quality and SIP trunk usage and call costs including call billing.

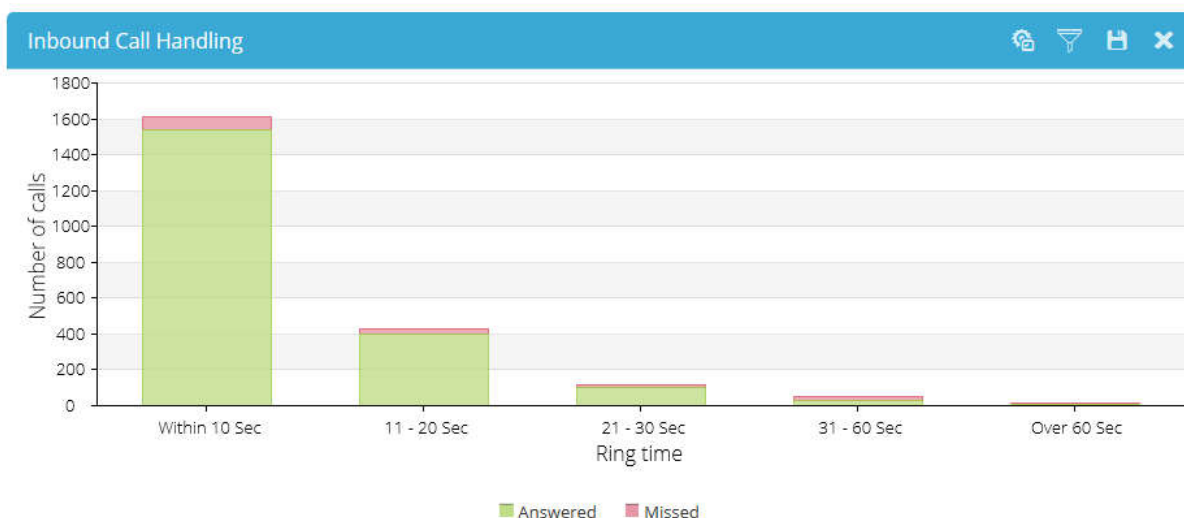
MAF ICIMS™ takes detailed call information from CDR's (Call Detail Records), gateways and SBC's.

The Dashboard shows a snapshot of system performance, it is configurable to individual user requirements ensuring the relevance of the information displayed. Although not real time the dashboard is updated approximately every 60 seconds.

At the heart of MAF ICIMS™ 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. Because of this flexibility in reporting your options are literally endless which ensures the relevance of the reports.

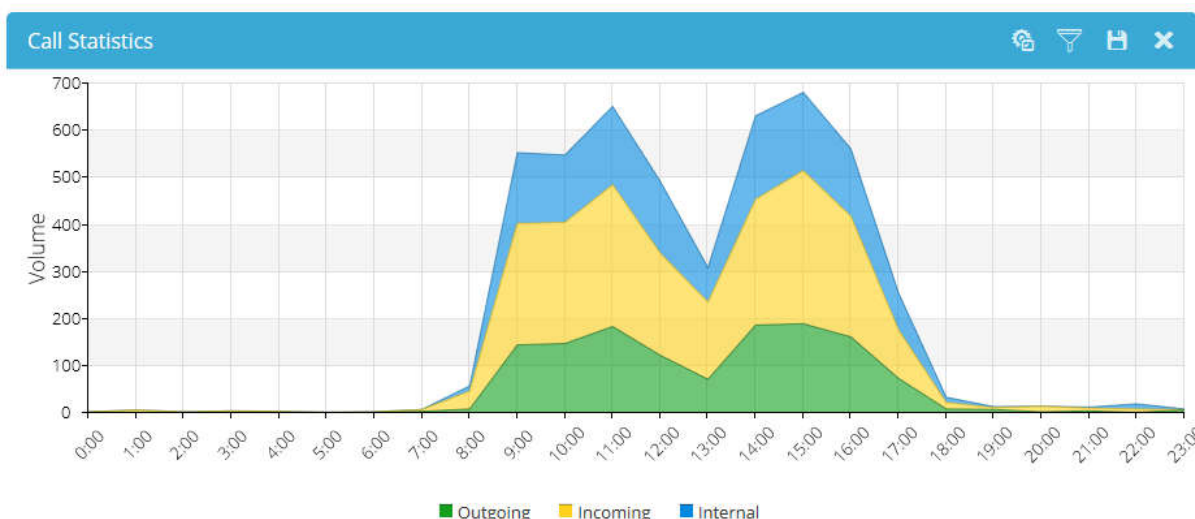
## Dashboards

### Inbound Call Handling



This gives a view of the total call volumes handled within a ring time. As a default this includes both Answered and Missed calls however by clicking on the Answered or Missed at the bottom of the chart they can be de-selected as required. Filters can be applied directly on to the dashboard on Extensions, Employees, Organization, Level (This selects the Organizational Unit criteria) and Response Groups.

### Call Statistics



This gives a view of the total Number of calls for different directions: Outgoing, Incoming and Local (Internal). Clicking on the key at the bottom will deselect the call direction from the chart. Filters can be applied directly on Extensions, Employees, Organization, Level (This selects the Organizational Unit criteria), Gateways and Federated calls.

### Inbound Call Summary

Inbound Call Summary						
Employee	Total calls ↓	Missed calls	Avg. ringtime	Peak ringtime	Avg. duration	Peak duration
<a href="#">Uk Lync Uk Lync</a>	295	0	0:00:01	0:00:16	0:01:07	0:27:38
<a href="#">Gillian Morewood</a>	140	0	0:00:00	0:00:08	0:01:15	0:15:15
<a href="#">Dialin Lync Extension</a>	116	0	0:00:00	0:00:03	0:00:22	0:01:06
<a href="#">Shanghai Main</a>	115	0	0:00:02	0:00:05	0:04:53	0:36:13
<a href="#">Benjamin Woodward</a>	112	111	0:00:11	0:00:41	0:00:01	0:02:48
<a href="#">Undefined</a>	105	9	0:00:08	0:00:36	0:02:43	0:19:38
<a href="#">Sarah Read</a>	86	73	0:00:22	0:01:21	0:00:00	0:00:04
<a href="#">Vaa It Helpdesk1</a>	77	3	0:00:03	0:00:10	0:06:16	0:35:31
<a href="#">Lgw Engineering 3</a>	53	38	0:00:22	0:02:06	0:00:00	0:00:00
<a href="#">Lhr Clubhouse Bar</a>	50	0	0:00:05	0:00:18	0:01:02	0:05:17
<a href="#">Samantha Black</a>	49	4	0:00:33	0:02:32	0:01:17	0:08:27

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Summary inbound call information for employees is shown in this table. The fields displayed are Employee, Total calls, Missed calls, Avg. ringtime, Peak ringtime, Avg. duration (talk time) and Peak duration (Talk Time). By default, calls are displayed with the highest Total calls first but sorting can be applied to any field.

Filters can be applied directly on Response Groups, Extensions, Employees, Organization, Level (This selects the Organizational Unit criteria), Dialed numbers and call direction. A full report can be generated directly from the table. This will show the individual call information for the selected employee for that day. The fields displayed on the report are Extension, Time, Duration, Ring time, Response group, Call type and Dialed number (CLID).

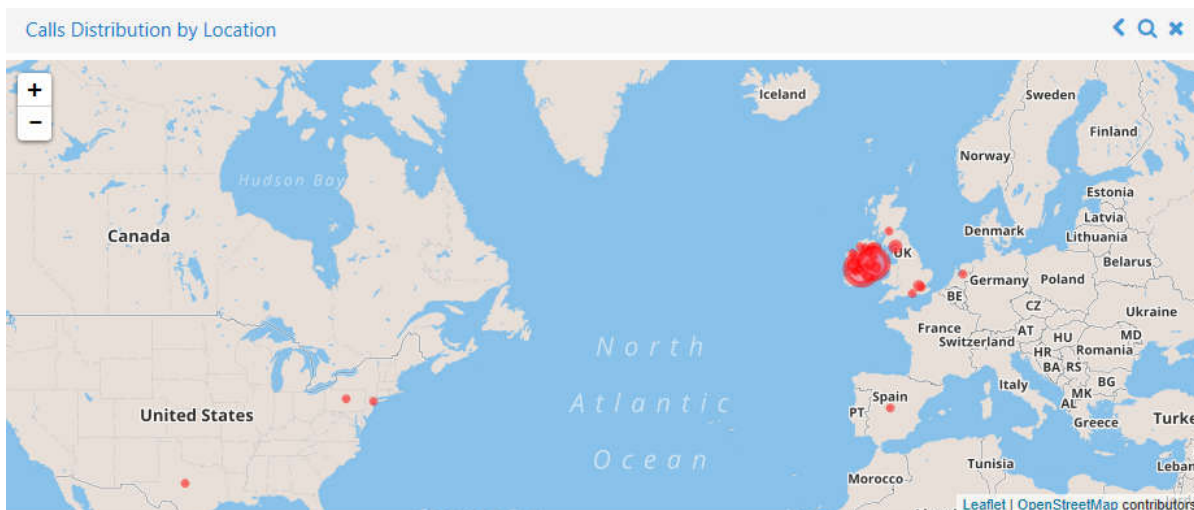
### Outbound Dials

Outbound Dials					
Employee	Total dials	Answered	Unanswered	Talk time ↓	Average talk time
<a href="#">Shanghai Main</a>	116	116	0	11:08:09	0:05:45
<a href="#">Ayuki Wei</a>	1	1	0	9:33:59	9:33:59
<a href="#">Eva Leung</a>	2	2	0	8:35:29	4:17:44
<a href="#">Iad Brief</a>	1	1	0	8:33:17	8:33:17
<a href="#">Joanne Parry</a>	1	1	0	8:30:08	8:30:08
<a href="#">Vaa It Helpdesk1</a>	76	74	2	8:22:03	0:06:47
<a href="#">Ewan White</a>	2	2	0	7:37:21	3:48:40
<a href="#">Vanessa Yu</a>	2	2	0	6:03:43	3:01:51
<a href="#">Undefined</a>	105	94	11	4:46:39	0:03:02
<a href="#">Gillian Heath</a>	1	1	0	4:17:45	4:17:45
<a href="#">Flyingcorgi Lync Extension</a>	32	32	0	3:35:13	0:06:43

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Summary outbound dials information for employees is shown in this table. The fields displayed are Employee, Total dials, Answered, Unanswered, Talk time, Average talk time. By default, calls are displayed with the highest Talk time first but sorting can be applied to any field. Filters can be applied directly on Organization, Level (This selects the Organizational Unit criteria) and Employees. A full report can be generated directly from the table showing the individual call information for the selected employee for that day.

### Call Distribution by Location



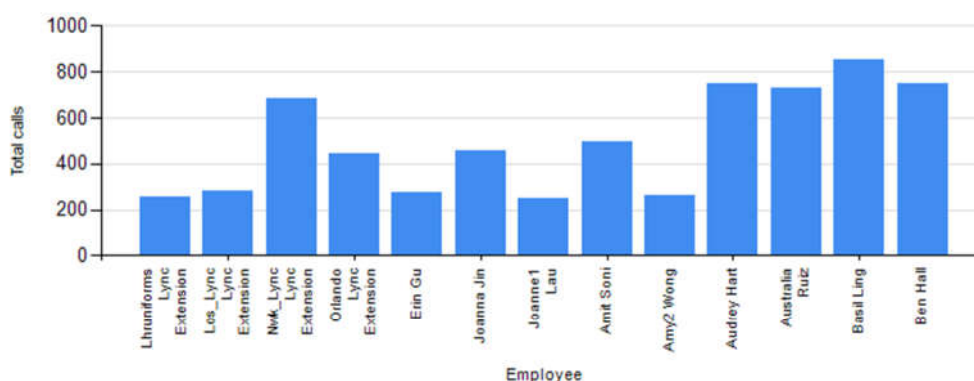
This displays a heat map of calls where the larger the red dot the larger call volumes. It is possible to zoom in to specific regions and the position of the map can be changed. Filters can be applied directly on Extensions, Employees, Organization, Gateways, Regions and call Direction.

## Reports

The flexibility of the reporting in MAF ICIMS™ means that you can define exactly the fields to be displayed in reports and apply numerous filters such as date and time range, call direction, call type, ring time, abandoned calls, organisation unit, response group, employee and more. In addition the summary reports have click through capabilities so clicking on a department / response group you will be taken to the next level – individual employee summaries and clicking on an employee will display individual call details for them.

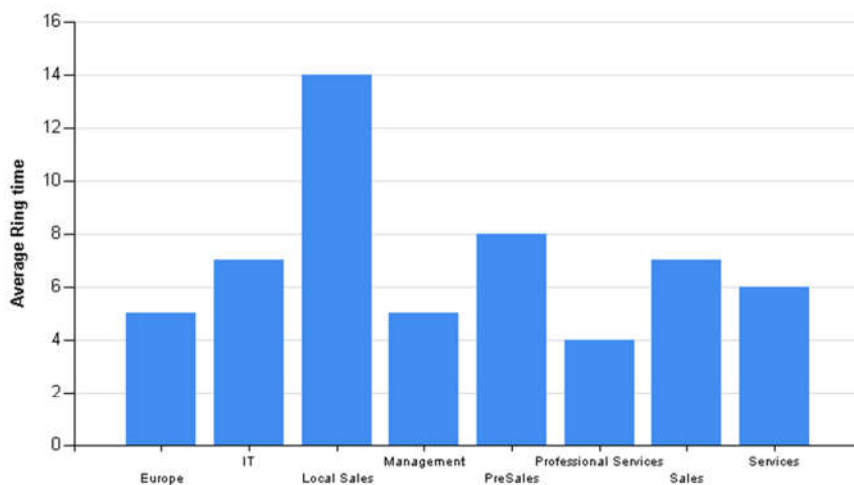
Below are examples of summary and detailed employee and response groups based reports.

### TOP EMPLOYEES



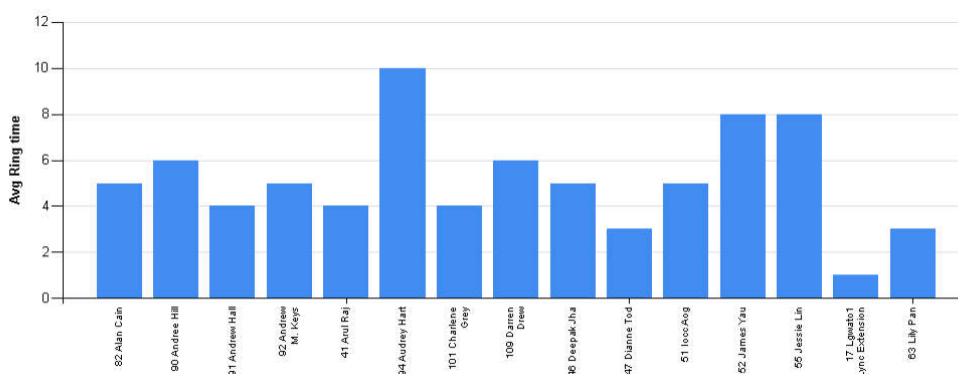
No.	Employee	Calls	Duration	Cost
1	Basil Ling	850	11:29:46	0.0000
2	Audrey Hart	749	9:33:39	0.0000
3	Ben Hall	747	8:53:44	0.0000
4	Australia Ruiz	726	9:24:36	0.0000
5	Nwk_Lync Lync Extension	681	11:37:03	0.0000
6	Amit Soni	494	12:35:17	0.0000
7	Joanna Jin	455	8:17:31	0.0000
8	Orlando Lync Extension	446	0:41:02	0.0000
9	Los_Lync Lync Extension	283	7:56:01	0.0000
10	Erin Gu	274	3:48:54	0.0000
11	Amy2 Wong	261	13:39:23	0.0000
12	Lhruniforms Lync Extension	257	4:54:17	0.0000
13	Joanne1 Lau	250	4:57:39	0.0000
<b>Total</b>		<b>6473</b>	<b>107:48:52</b>	<b>0.0000</b>

### AVERAGE RING TIME BY DEPARTMENT



Department	Average Ring time
Europe	0:00:05
IT	0:00:07
Local Sales	0:00:14
Management	0:00:05
PreSales	0:00:08
Professional Services	0:00:04
Sales	0:00:07
Services	0:00:06
<b>Total for 362 calls</b>	

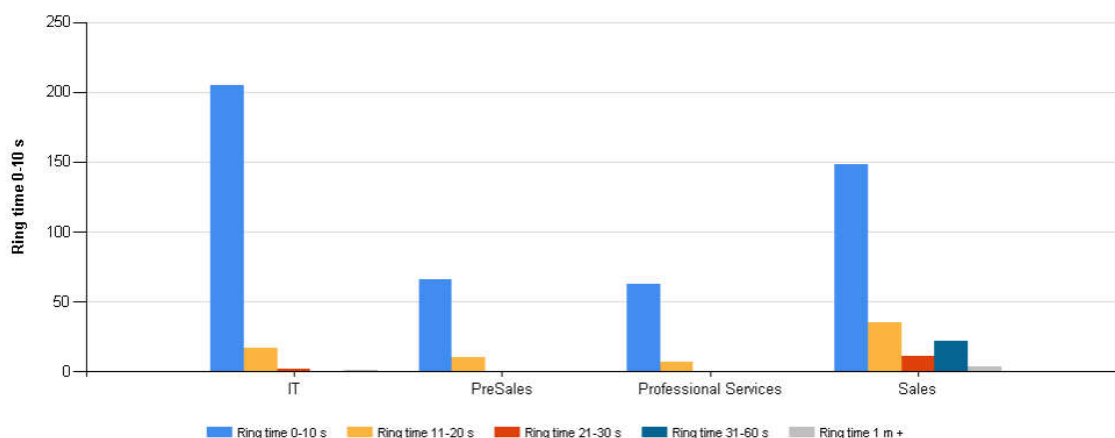
### AVERAGE WAIT TIME TO GET TO AN AGENT



Employee	Calls	Duration	Avg Duration	Ring time	Avg Ring time
Alan Cain	162	3:56:37	0:01:27	0:14:47	0:00:05
Andree Hill	131	4:43:08	0:02:09	0:14:29	0:00:06
Andrew Hall	144	4:25:26	0:01:50	0:10:22	0:00:04
Andrew M. Keys	73	2:56:41	0:02:25	0:06:35	0:00:05
Arul Raj	148	7:43:09	0:03:07	0:11:24	0:00:04
Audrey Hart	749	9:33:39	0:00:45	2:11:58	0:00:10
Charlene Grey	100	2:36:47	0:01:34	0:07:28	0:00:04
Darren Drew	112	8:36:53	0:04:36	0:11:18	0:00:06
Deepak Jha	80	3:03:09	0:02:17	0:07:55	0:00:05
Dianne Tod	104	2:13:28	0:01:17	0:06:49	0:00:03
Ioccc Aog	137	6:48:35	0:02:58	0:12:35	0:00:05
James Yau	62	1:56:41	0:01:52	0:08:19	0:00:08
Jessie Lin	104	4:45:31	0:02:44	0:15:10	0:00:08
Lgwato1 Lync Extension	63	0:59:24	0:00:56	0:01:26	0:00:01
Lily Pan	181	4:46:28	0:01:34	0:11:05	0:00:03
<b>Total for 2350 calls</b>	<b>2350</b>	<b>69:05:36</b>	<b>0:01:45</b>	<b>4:31:40</b>	<b>0:00:06</b>



### INBOUND CALL HANDLING SUMMARY



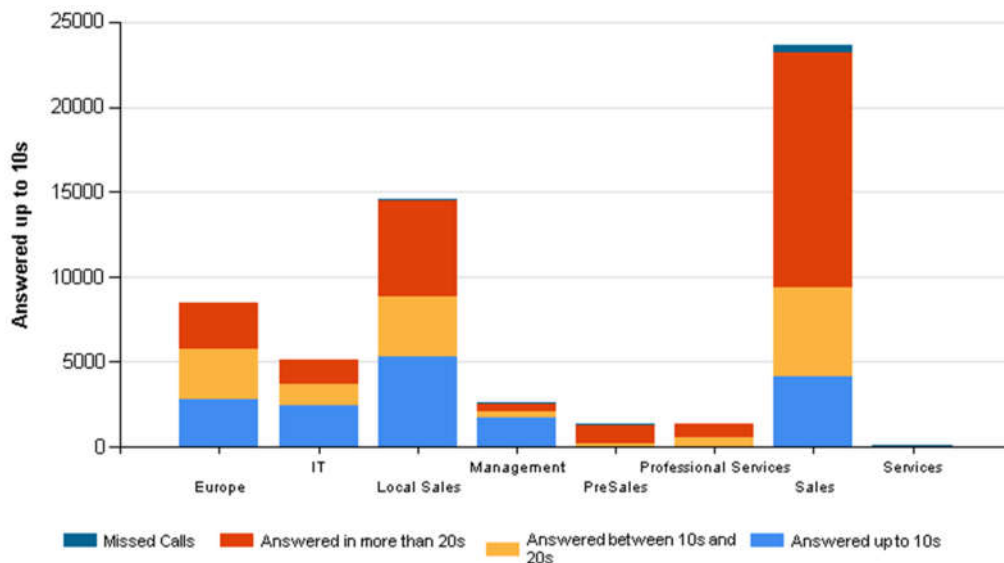
Organisation	Calls	Answered	Abandoned	Ring time 0-10 s	%	Ring time 11-20 s	%	Ring time 21-30 s	%	Ring time 31-60 s	%	Ring time 1 m +	%
IT	225	225	0	205	91.11	17	7.56	2	0.89	0	0.00	1	0.44
PreSales	76	76	0	66	86.84	10	13.16	0	0.00	0	0.00	0	0.00
Professional Services	69	69	0	62	89.86	7	10.14	0	0.00	0	0.00	0	0.00
Sales	218	194	24	148	67.89	35	16.06	11	5.05	22	10.09	3	1.38
<b>Total for 588 calls</b>	<b>588</b>	<b>564</b>	<b>24</b>	<b>481</b>	<b>81.80</b>	<b>69</b>	<b>11.73</b>	<b>13</b>	<b>2.21</b>	<b>22</b>	<b>3.74</b>	<b>4</b>	<b>0.68</b>

### RESPONSE GROUP AVERAGES

Response group	Calls	Duration	Avg Duration	Ring time	Avg Ring time
	21	0:21:04	0:01:00	0:00:15	0:00:00
+35314873200	58	0:47:55	0:00:49	0:46:59	0:00:48
+35314873224	4	0:00:00	0:00:00	0:00:34	0:00:08
+35314873225	3	0:00:00	0:00:00	0:00:28	0:00:09
+35316181300	3168	34:59:49	0:00:39	11:36:13	0:00:13
+35316181731	1	0:00:00	0:00:00	0:00:20	0:00:20
+35318721608	551	8:54:21	0:00:58	1:01:14	0:00:06
+353212375080	7	0:10:19	0:01:28	0:01:09	0:00:09
+353214930290	22	0:26:17	0:01:11	0:05:43	0:00:15
+353214930295	20	0:28:43	0:01:26	0:05:17	0:00:15
+353906602380	6	0:03:54	0:00:39	0:01:01	0:00:10
Asia Sales	347	4:22:33	0:00:45	0:41:20	0:00:07
INTL Support	1	0:00:00	0:00:00	0:00:04	0:00:04
IT	1	0:00:00	0:00:00	0:00:26	0:00:26
Sales	5	0:01:15	0:00:15	0:01:20	0:00:16
Support Desk	79	3:51:53	0:02:56	0:35:03	0:00:26
<b>Total for 4294 calls</b>	<b>4294</b>	<b>54:28:03</b>	<b>0:00:45</b>	<b>14:57:26</b>	<b>0:00:12</b>



SUMMARY TIME TO ANSWER – RESPONSE GROUPS



Organisation	Answered up to 10s	Answered between 10s and 20s	Answered in more than 20s	Missed Calls
Europe	0:46:23	0:49:14	0:45:56	0
IT	0:41:19	0:20:52	0:23:07	0
Local Sales	1:28:21	1:00:14	1:33:54	41
Management	0:28:49	0:05:42	0:08:21	2
PreSales	0:00:34	0:02:18	0:19:49	27
Professional Services	0:00:40	0:08:34	0:14:02	0
Sales	1:09:19	1:27:38	3:50:01	364
Services	0:00:23	0:00:35	0:01:17	5
<b>Total for 4292 calls</b>	<b>4:35:48</b>	<b>3:55:07</b>	<b>7:16:27</b>	<b>439</b>

RESPONSE GROUP SUMMARY

Response group	Calls	Duration	Cost (USD)	Extensions	Abandoned
	72	0:21:04	0.00	20	0
+35314873200	58	0:47:55	0.00	5	27
+35314873224	4	0:00:00	0.00	1	4
+35314873225	3	0:00:00	0.00	1	3
+35316181300	3172	35:01:53	0.00	5	305
+35318721608	552	8:56:59	0.00	2	55
+353212375080	7	0:10:19	0.00	2	1
+353214930290	22	0:26:17	0.00	2	0
+353214930295	20	0:28:43	0.00	3	0
+353906602380	6	0:03:54	0.00	2	2
Asia Sales	349	4:25:50	0.00	2	37
IT	1	0:00:00	0.00	1	1
Sales	5	0:01:15	0.00	2	3
Support Desk	79	3:51:53	0.00	6	1
<b>Total for 4350 calls</b>	<b>4350</b>	<b>54:36:02</b>	<b>0.00</b>	<b>40</b>	<b>439</b>

## RESPONSE GROUPS SUMMARY BY AGENTS

Response group	Employee	Calls	Duration	Cost (USD)	Extensions	Abandoned
Asia Sales	Amit Soni	312	4:25:50	0.00	1	0
Asia Sales	Mark Cox	37	0:00:00	0.00	1	37
<b>Asia Sales</b>		<b>349</b>	<b>4:25:50</b>	<b>0.00</b>	<b>2</b>	<b>37</b>
IT	Legal8 Lync Extension	1	0:00:00	0.00	1	1
IT		<b>1</b>	<b>0:00:00</b>	<b>0.00</b>	<b>1</b>	<b>1</b>
Sales	Conf Vlc	2	0:01:15	0.00	1	0
Sales	Lhr Sma	3	0:00:00	0.00	1	3
<b>Sales</b>		<b>5</b>	<b>0:01:15</b>	<b>0.00</b>	<b>2</b>	<b>3</b>
Support Desk	Connie Au	16	0:47:33	0.00	1	0
Support Desk	Hotdesk2 Lync Extension	1	0:00:00	0.00	1	1
Support Desk	Roomlax Lync Extension	3	0:07:12	0.00	1	0
Support Desk	Roomord Lync Extension	3	0:08:06	0.00	1	0
Support Desk	Roomsfo Lync Extension	7	0:11:57	0.00	1	0
Support Desk	Rtcapplication-00540Bf1-9147-412C-Adf8-4Cb017Bb0484 Lync Extension	49	2:37:05	0.00	1	0
<b>Support Desk</b>		<b>79</b>	<b>3:51:53</b>	<b>0.00</b>	<b>6</b>	<b>1</b>

## USER ACTIVITY

Here we can see agents who have abandoned calls although their status was available as can be seen highlighted below.

Extension	Employee	Response group	Number	Date	Time	Ring time	Duration	Status	Call type
roy.deller@savills.ie	Abigail Cox		+35316181426	27/08/14	8:03:40 AM	0:00:10	0:01:06	Available	Answered
Legs:	1								
+35316181300	Orlando Lync Extension	+35316181300	+353851868205	27/08/14	8:12:34 AM	0:00:01	0:00:00	Available	Abandoned
Legs:	1								
sneary@varming.ie	Rana Lee		+35314872373	27/08/14	8:15:16 AM	0:00:23	0:00:00	Available	Answered
Legs:	1								
david.potter@savills.ie	Erin Gu		+353872393440	27/08/14	8:15:35 AM	0:00:10	0:00:40	Available	Answered
Legs:	1								
sneary@varming.ie	Rana Lee		+353906602302	27/08/14	8:32:45 AM	0:00:10	0:00:32	Available	Answered

## SUMMARY BY DEPARTMENT AND EMPLOYEE

Department	Employee	Answered	Abandoned	Voicemail	Transferred
Europe	Alan Cain	481	0	45	35
Europe	Andree Hill	581	0	30	28
Europe	Andrew Hall	589	6	72	29
Europe	Andrew M. Keys	484	0	15	11
Europe	Arul Raj	661	0	3	21
Europe	Audrey Hart	1116	0	90	2
Europe	Charlene Grey	299	0	45	1
Europe	Darren Drew	338	0	13	11
Europe	Deepak Jha	348	0	6	12
Europe	Dianne Tod	201	0	42	5
Europe	Ioccc Aog	1055	0	5	11
Europe	James Yau	272	0	6	22
Europe	Jessie Lin	287	0	5	52
Europe	Lgwato1 Lync Extension	130	0	48	1
Europe	Lily Pan	684	1	70	25
Europe		7526	7	495	266

## Alarms

It is possible to use the alarms to instantly deliver a notification when a call handling issue arises. Because MAF ICIMS™ is CDR based alerts are generated immediately after a call is terminated – no notification is given whilst a call is in progress.

The two thresholds that are productivity related and will trigger an alert are ring time over a user defined time in seconds and talk duration over a user defined time.

When an alert is triggered an email is delivered to one or many recipients making MAF ICIMS™ an ideal to pro-actively address call handling issues. Typically, on receiving an alert detailed reports are run and further investigation can be done.

## 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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