



# MAF ICIMS™ CC

## Reporting & Wallboards for Skype for Business Response Groups





# MAF ICIMS™

Designed specifically for Skype for Business Response Groups, MAF ICIMS™ CC delivers 'live calls' wall boards and supporting reports to proactively monitor and view Response Groups activity.

It is a cost effective alternative to full contact centre software delivering clear visibility of agent performance enabling smart management of the Response Groups.

## Wall Boards

### Response Groups

Live calls information is displayed showing number of active calls, calls waiting in queue, average queue time, longest call waiting and number of available agents. Daily statistics for the selected Response Groups highlight total number of answered and dropped calls, % answered, average call duration and average queue time

### Active Calls

A 'live' call has one of three statuses: ringing, connected or terminated. The active calls wall board shows the status of the call using a traffic light colouring scheme for at a glance understanding. Both caller and callee details are displayed

### RG SUMMARY

This table displays each Response Group details; name, active calls, calls waiting in queue, average queue time, longest call waiting and number of available agents. This table is particularly useful for pro-active managing multiple Response Groups to ensure sufficient agents are available to keep call handling times to an acceptable level

### PRESENCE STATISTICS

The Presence Statistics shows for selected Response Groups the number of agents that are logged in. Details can be seen for the day and filters can be applied on Response Groups

## RESPONSE GROUPS

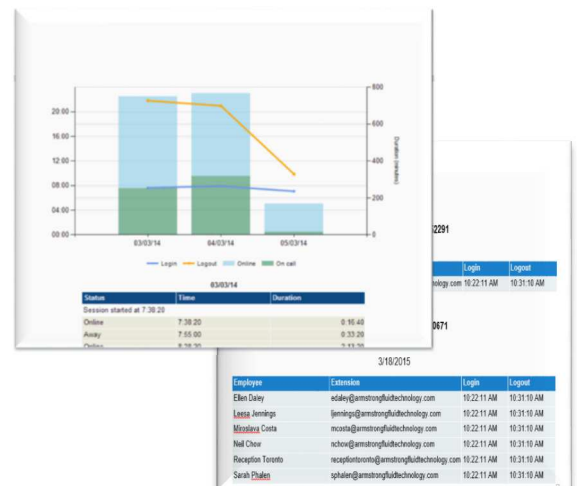
Response Groups offer a free set of Contact Centre features to Skype for Business users. They route, queue and distribute incoming calls to the most appropriate agent or group of agents, and can also include the use of IVR.

Whilst not providing a complete Contact Centre solution, this set of features is suitable for many business needs, in areas such as helpdesks or smaller Contact Centres.



## WALL BOARDS

Configurable layout  
Created in separate browser pages for ease of display  
Direct filtering  
Single click report generation  
Dynamic chart updates



## GENERAL

Developed with HTML 5, SQL and MS Reporting Tools  
Browser based  
Automated Active Directory integration and authentication  
Comprehensive user access security policies  
Unlimited organisation hierarchy levels

## DEPLOYMENT

MAF ICIMS™ CC is an additional module to our core solution ICIMS™ which must be installed as a prerequisite  
Available either on premise or from our cloud  
Installation on either physical or virtual servers

## REPORTS

Automated report delivery  
Choice of report formats: Excel, Word, PDF, CSV  
Chart options: Bar, pie, line or stacked bar  
Report Designer: User selection of reported fields  
Report Style: Apply company logo and colour scheme  
Report Builder  
Averages displayed and formulas applied  
Summary and detailed reports  
Standard report templates  
Drill through reporting

# About us

MAF InfoCom™ has almost 20 years' experience in Call Management, Call Accounting, Telecom Expense Management, Telecom Audit, Telecom provisioning, Telecom Billing, Telecom Pricing, Telecom Cost Control and Call Logging.

MAF InfoCom™ serves tens of thousands customers around the globe, in a large variety of branches. Monthly processing millions of calls, MAF InfoCom™, part of the MAF Unlimited™ Group is Europe's No: 1 in Call Management, Call Accounting & Telecom Expense Management.



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