



MAF ICIMS™ – Codie AI Bot List of Commands

Monitoring and Reporting for Skype for Business



CODIE AI BOT – List of commands

Codie can be used to generate reports on User Adoption, Call Quality and Employee Productivity. Using Codie is very easy and intuitive, and you can simply type in the chat box the commands from below:

- *list of reports*: by using this command, Codie displays a list of available reports;

The reports available to you are:

- Average Ring Time
- Average time on call
- Average wait time to get to an agent
- Averages
- Call Stats by Employee
- Call Stats by Org Unit
- Calls not answered nor sent to voicemail
- Calls received
- Error Calls
- File Transfer
- Inbound Call Handling Summary
- Inbound Summary
- MA Conferences
- Monthly Breakdown
- MOS
- Number of Response Calls Answered
- OU Summary
- Out with MOS
- Out with MOS less than 2
- Poor Quality Calls by Org Unit
- Poor vs Good - Monthly
- Response Groups Averages
- Response Groups Summary
- Response Groups summary by users
- Success vs Abandoned
- Summary by Employee
- Summary by Org Unit
- Summary by Org Unit and Employee
- Time to Answer Call Stats “ Response Groups
- User Adoption
- User Adoption %
- User Adoption per Employee
- User Adoption per Employee %
- User Call Answering Stats

- *help*: this shows some examples of reports/commands which can be used to generate reports;

Here are some things I can help you with:

send me a detailed report for John Smith for yesterday.

produce a summary report for Sales department from last month.

send summary for john.smith@codesoftware.net for March 2017.

show me the calls for John Smith from 1/1/2017 to 3/31/2017.

generate a summary by days for the last 3 months.

run my [saved report name] for last week.

show my reports.

- some examples of reports that you can generate with Codie:

1. send a detail report for employee Andrei Rosu for yesterday

Calls sorted by Time
for Employee sip Andrei.Rosu@mafinfo.com

29/05/2018
Call Direction Out In Internal

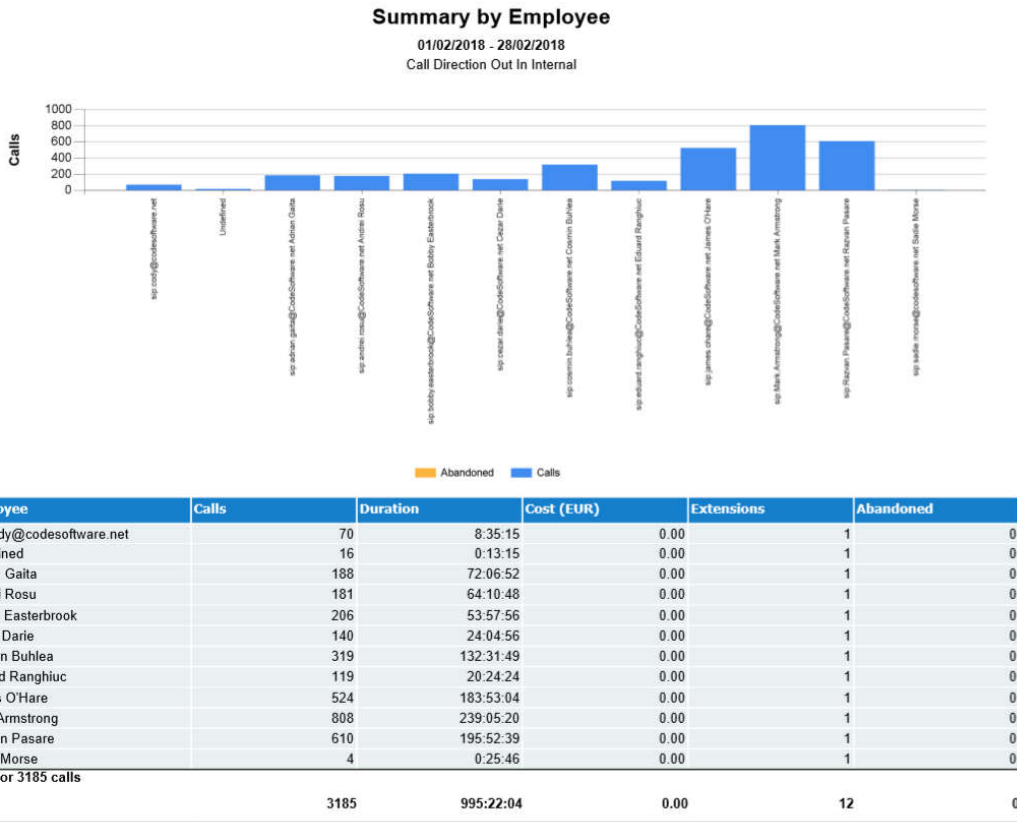
Employee	Time	Direction	Ringtime	Duration	Dialed Number
Andrei Rosu	3:11:24 PM	In	0:00:00	0:24:05	tjo@globeteam.com
Andrei Rosu	3:11:59 PM	In	0:00:01	0:23:05	tjo@globeteam.com
Andrei Rosu	3:45:52 PM	In	0:00:00	1:32:00	tjo@globeteam.com
Andrei Rosu	3:45:55 PM	In	0:00:00	1:31:55	tjo@globeteam.com
Andrei Rosu	3:47:04 PM	In	0:00:00	0:00:56	tjo@globeteam.com
Andrei Rosu	3:49:47 PM	In	0:00:00	1:27:44	tjo@globeteam.com
Total for 6 calls				0:00:01	5:19:45

2. send a Call Stats by Employee for las month

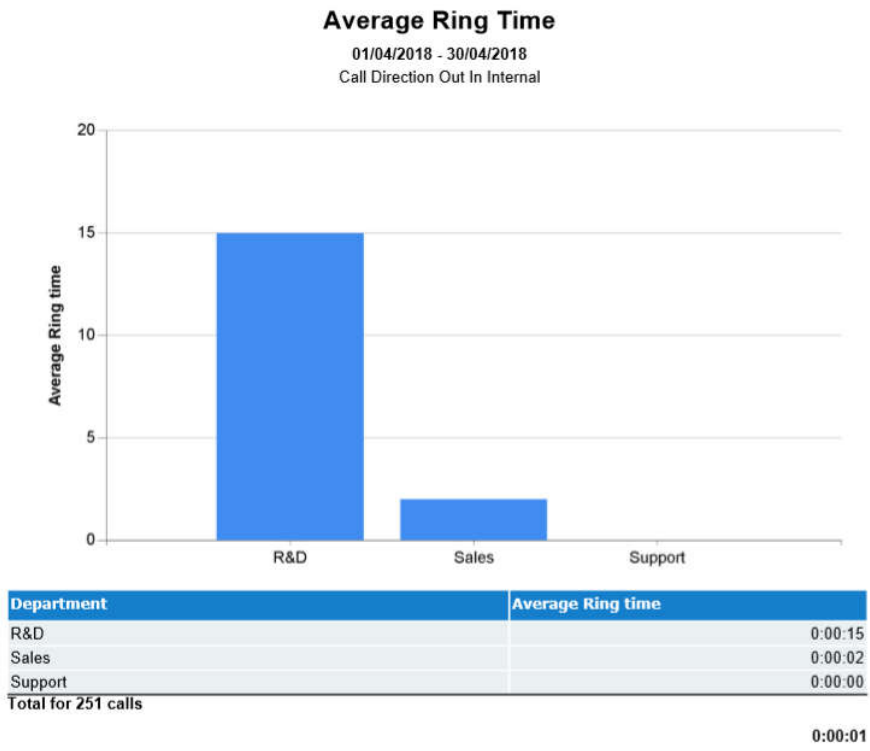
Call Stats by Employee
01/05/2018 - 31/05/2018
Call Direction Out In Internal

Employee	In	Out	Total Talk Time	Abandoned	Busy	Conference	Forwarded	Hunt Groups	Transfer
sip:cody@codesoftware.net	0	0	4:39:00	0	0	0	0	0	0
Undefined	1	14	76:17:40	0	0	0	0	0	0
Adrian Gaita	0	0	8:58:04	0	0	0	0	0	0
Andrei Rosu	248	57	324:43:51	0	0	0	0	0	0
Bobby Easterbrook	0	0	29:54:15	0	0	0	0	0	0
Cezar Darie	0	0	5:18:17	0	0	0	0	0	0
Cosmin Buhlea	31	19	28:02:09	0	0	0	0	0	0
Eduard Ranghiuc	0	0	14:39:04	0	0	0	0	0	0
James O'Hare	54	43	122:54:32	0	0	0	0	0	0
Mark Armstrong	25	39	106:13:56	0	0	0	0	0	0
Razvan Pasare	50	96	58:17:41	0	0	0	0	0	0
Total for 2371 calls									
	409	268	779:58:29	0	0	0	0	0	0

3. generate a Summary by employee report from 2/1/2018 to 2/28/2018



4. generate an Average Ring Time report by days for the last month

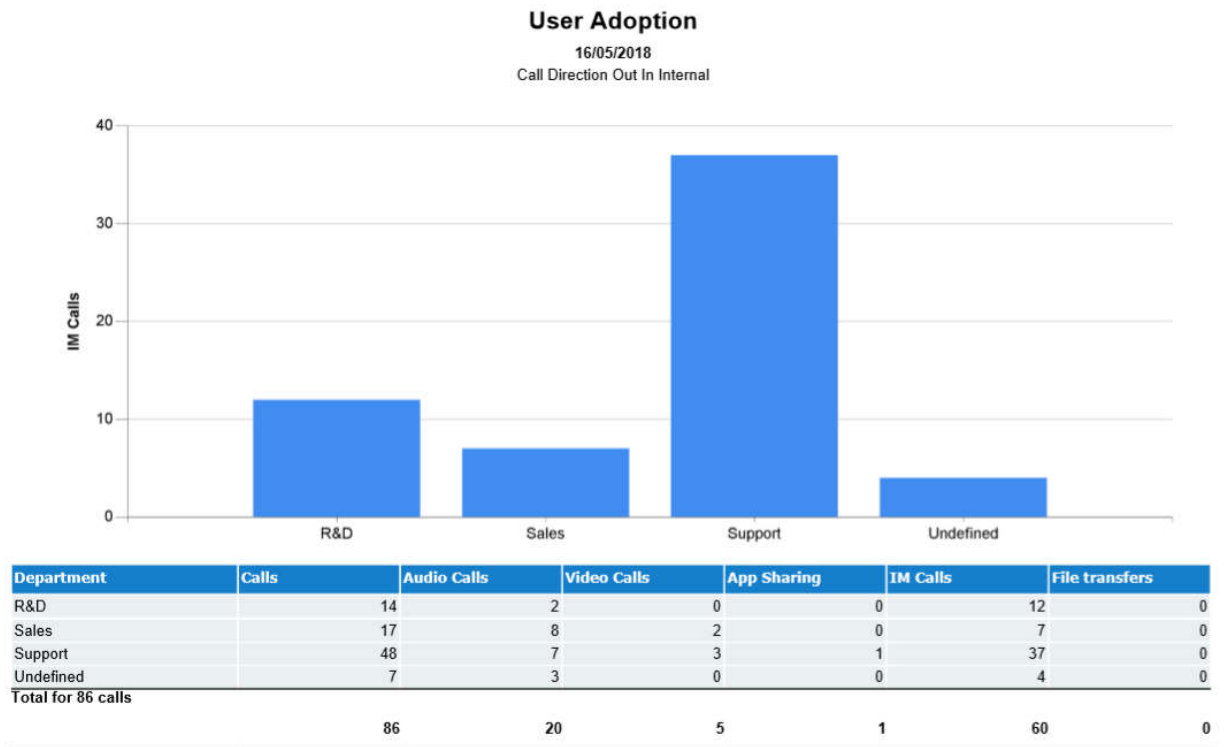


5. show me monthly breakdown report

Monthly Breakdown
01/05/2018 - 30/05/2018
Call Direction Out In Internal

Department	January	February	March	April	May	June	July	August	September	October	November	December
QA	0	0	0	0	78	0	0	0	0	0	0	0
R&D	0	0	0	0	162	0	0	0	0	0	0	0
Sales	0	0	0	0	959	0	0	0	0	0	0	0
Skype For Business Application Endpoint	0	0	0	0	28	0	0	0	0	0	0	0
Support	0	0	0	0	989	0	0	0	0	0	0	0
Undefined	0	0	0	0	171	0	0	0	0	0	0	0
Total for 2387 calls	0	0	0	0	2387	0	0	0	0	0	0	0

6. run my User Adoption for two weeks ago



7. generate Call Stats by Org Unit report for April

Call Stats by Org Unit

01/04/2018 - 30/04/2018

Call Direction Out In Internal

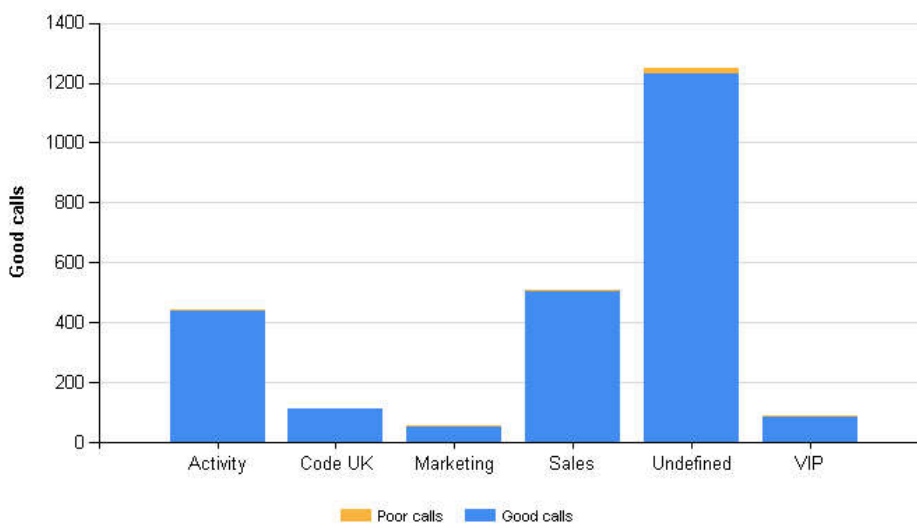
Department	In	Out	Total Talk Time	Abandoned	Busy	Conference	Forwarded	Hunt Groups	Transfer
Accounting	0	1	0:12:20	0	0	0	0	0	0
QA	0	0	9:48:33	0	0	0	0	0	0
R&D	1	8	30:24:25	0	0	0	0	0	0
Sales	134	119	419:55:10	0	0	0	0	0	0
Skype For Business Application Endpoint	0	0	8:46:52	0	0	0	0	0	0
Support	200	176	272:23:19	0	0	0	0	0	0
Total for 2769 calls	335	304	741:30:39	0	0	0	0	0	0

8. generate poor vs good - monthly

Poor vs Good - Monthly

5/1/2018 - 5/31/2018

Call Direction Out In Internal



Organization	Calls	Poor calls	Good calls
Activity	445	9	436
Code UK	111	0	111
Marketing	55	1	54
Sales	507	1	506
Undefined	1248	17	1231
VIP	87	1	86
Total for 2453 calls	2453	29	2424

9. generate Poor Quality Calls by Org Unit from 1/10/2018

Poor Quality Calls by Org Unit

10/01/2018

Call Direction Out In Internal

Extension	Employee Name	Date	Time	Duration	Direction	Organization unit	Avg. net MOS degradation	MOS	Audio round trip	Audio packet loss rate	Avg. jitter	Ratio concealed samples avg.	Callee network connection	Caller network connection
james.ohare@codesoftware.net	James O'Hare	10/01/2018	1:37:40 AM	0:04:34	Internal	Sales	0.28	4.0113	111	8.84 %	44	10.00 %	Wi-Fi	Wi-Fi
james.ohare@codesoftware.net	James O'Hare	10/01/2018	1:59:00 AM	0:14:55	Internal	Sales	0.29	3.9965	122	2.50 %	38	2.00 %	Wi-Fi	Wi-Fi
james.ohare@codesoftware.net	James O'Hare	10/01/2018	5:59:37 PM	1:05:04	Out	Sales	0.07	3.6946	28	0.00 %	18	1.00 %	Wired	Wi-Fi
mark.armstrong@codesoftware.net	Mark Armstrong	10/01/2018	1:37:40 AM	0:04:34	Internal	Sales	0.28	4.0113	111	8.84 %	44	10.00 %	Wi-Fi	Wi-Fi
mark.armstrong@codesoftware.net	Mark Armstrong	10/01/2018	1:59:00 AM	0:14:55	Internal	Sales	0.29	3.9965	122	2.50 %	38	2.00 %	Wi-Fi	Wi-Fi

5 calls for Sales:

1:44:02

razvan.pasare@codesoftware.net	Razvan Pasare	10/01/2018	8:01:20 PM	1:07:27	Out	Support	0.09	3.6742		1.27 %	53	1.00 %		Wi-Fi
--------------------------------	---------------	------------	------------	---------	-----	---------	------	--------	--	--------	----	--------	--	-------

1 calls for Support:

1:07:27

Total for 6 calls

2:51:29

10. send Response Groups Averages for previous day

11. generate MOS from previous day

MOS

30/05/2018

Call Direction Out

Extension	CLID/Dialled number	Time	Ring time	Direction	Duration	Date	Gateway	MOS	Avg. jitter	Avg. net MOS	Avg. net MOS degradation	Diagnostic ID	Error category	Error description
andrei.rosu@codesoftware.net	kay.daskalakis@gcicom.net	2:00:25 PM	0:00:00	Out	0:06:34	30/05/2018	Office365	0.0000	0	0.00	0.00	51004	Success	Action initiated by user
andrei.rosu@codesoftware.net	kay.daskalakis@gcicom.net	2:03:06 PM	0:00:02	Out	0:03:49	30/05/2018	Office365	4.2890	3	4.29	0.01	51004	Success	Action initiated by user
andrei.rosu@codesoftware.net	kay.daskalakis@gcicom.net	2:04:11 PM	0:00:02	Out	0:02:48	30/05/2018	Office365	0.0000	0	0.00	0.00	51004	Success	Action initiated by user
bobby.east@codesoftware.net	martyn.john@circleit.odesoftware.co.uk	3:04:07 PM	0:00:11	Out	0:00:47	30/05/2018	Office365	0.0000	0	0.00	0.00	51004	Success	Action initiated by user
bobby.east@codesoftware.net	martyn.john@circleit.odesoftware.co.uk	3:05:19 PM	0:00:16	Out	0:00:30	30/05/2018	Office365	0.0000	0	0.00	0.00	51004	Success	Action initiated by user
bobby.east@codesoftware.net	martyn.john@circleit.odesoftware.co.uk	3:06:13 PM	0:00:07	Out	0:01:59	30/05/2018	Office365	3.9622	24	3.96	0.33	51004	Success	Action initiated by user
mark.armstrong@codesoftware.net	frank@mafinfo.com	7:04:20 PM	0:00:06	Out	0:11:07	30/05/2018	Office365	4.2306	8	4.23	0.06	51004	Success	Action initiated by user
mark.armstrong@codesoftware.net	frank@mafinfo.com	7:04:20 PM	0:00:00	Out	0:11:13	30/05/2018	Office365	0.0000	0	0.00	0.00	51004	Success	Action initiated by user

Total for 8 calls

0:00:44

0:38:47

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.



European Headquarters

Comeniusstraat 2a

1817 MS ALKMAAR

The Netherlands

T: +3172-8200205

E: info@mafinfo.com