



MAF ICIMS™ Reports

Monitoring and Reporting for Unified Communications



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The flexible, user driven reporting capabilities of MAF ICIMS™ empowers users to define specifically what, where, when and how reports deliver key information to the organisation.

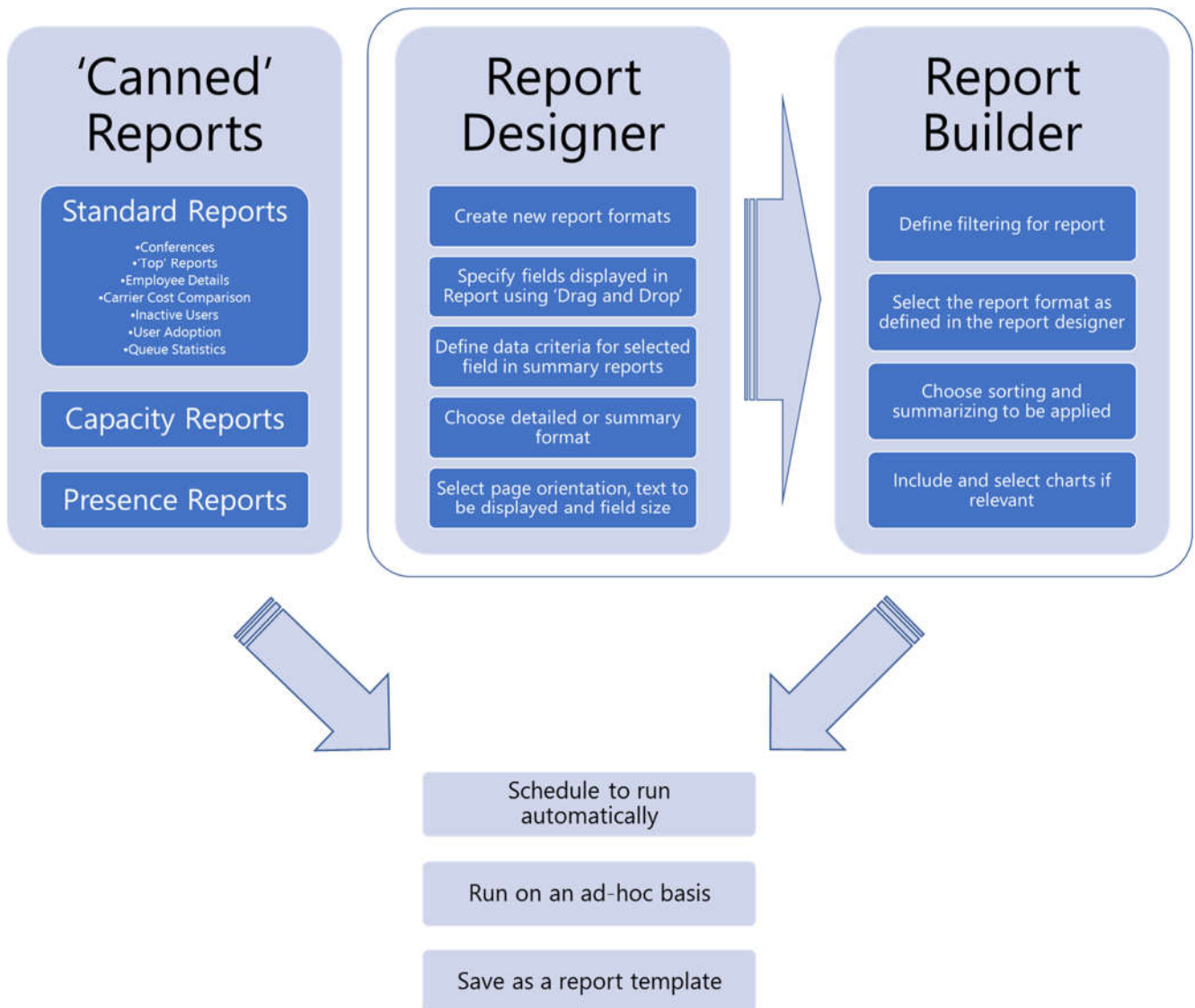
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OVERVIEW

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. Using the Report Style, it is possible to brand the reports with a company logo and relevant colour scheme.



Generating a report

Whether you are using the canned reports or the Report builder you have 3 relevant options at the top of the screen; Generate, Schedule report, Save and Clear.



NOTE: If you are scheduling a report the definition of the report whether canned or using the Report builder must be done as part of the scheduling report process.

Generate

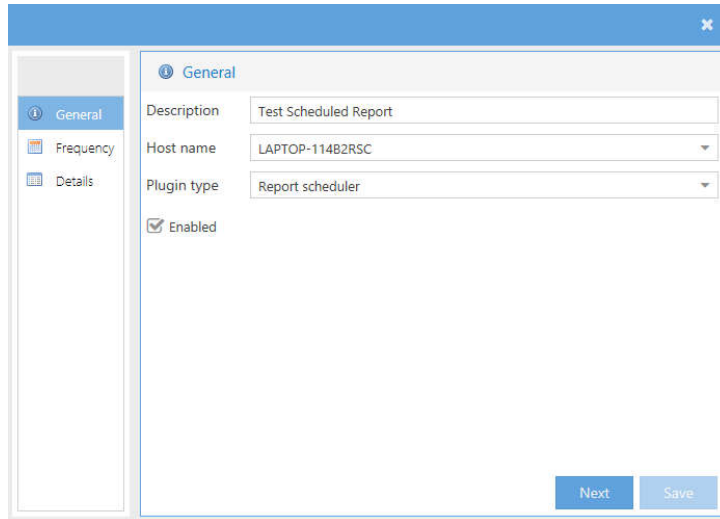
You can run the report on a one-off basis using the generate key with the option to produce the report in a new webpage.



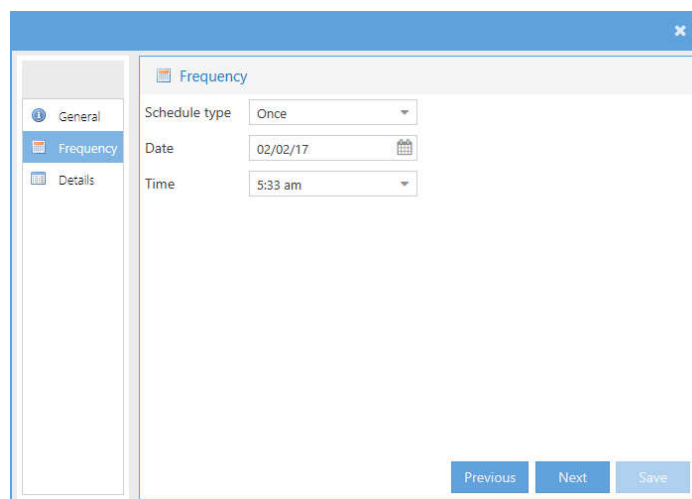
Schedule report

Automatic production of the reports is defined by working through the Schedule report wizard.

You are first presented with the General tab where you set the Description or name of the scheduled report and select the Host name and Plugin type which is left at Report scheduler. Ensure that the Enabled box is checked to make the report live.



Clicking next takes you to the Frequency tab where the delivery time options are set. If the report is scheduled to run once the date and time of this is selected. Every allows you to define the interval count and type; Minute, Hours, Days or Month. Hourly allows you to further select the active days of the week that the report runs on along with the minute of the hour that it is generated. Daily works in a similar way to Hourly however the time of day the report is generated is defined as oppose to the minute. Monthly allows you to define the day of the month including Last day of the month option and time that the report is generated.

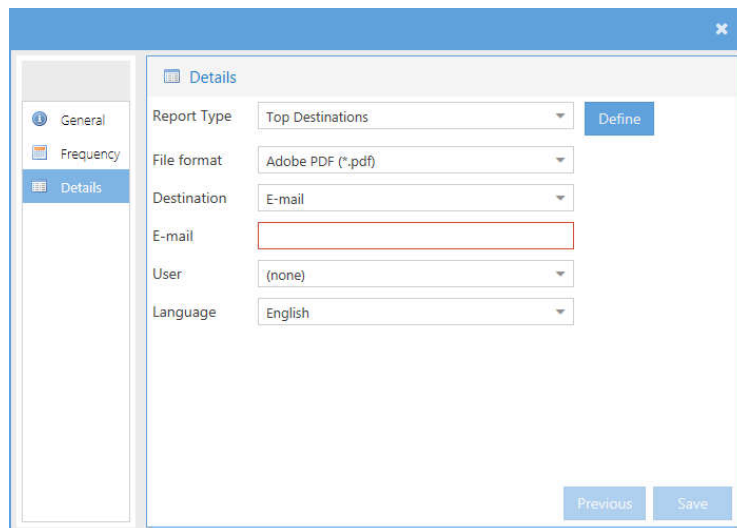


Clicking next takes you to the Details tab where you define the scheduled report details. The report type can either be selected from the list of canned reports or using the Report designer. Once the report type is selected you must then create the relevant report parameters by click the Define button to the right of the Report type. This takes you either to the canned report parameters or the Report builder where the report details are entered, and the definition saved.

File formats can now be selected, and the scheduled reports have the option to deliver the reports in Microsoft Excel (*.xlsx), Adobe PDF (*.pdf), Microsoft Word (*.docx) or Comma Separated Values (*.CSV).

The Destination allows you to specify either saving the report to a remote file or delivering via email. If a remote file is selected the location must be entered and if email one or many email addresses must be entered.

The User and Language for the report must also be specified.



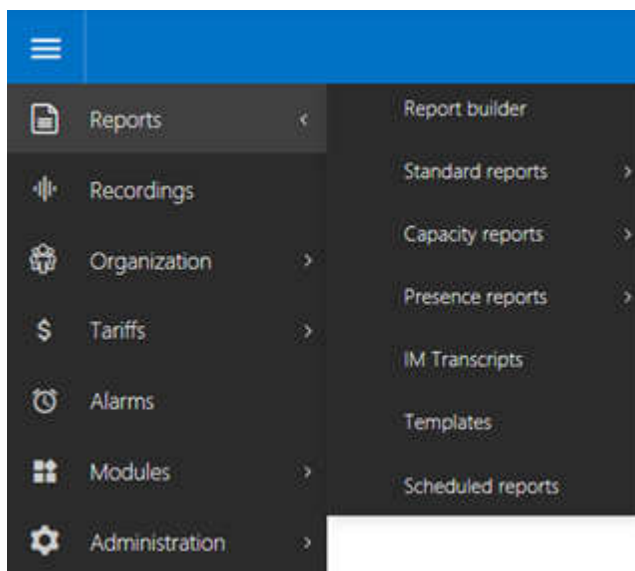
Once the wizard has been completed click on save and the process is completed. Scheduled reports can be viewed in Reports > Scheduled reports from the pop-out menu on the left of the screen.

Save

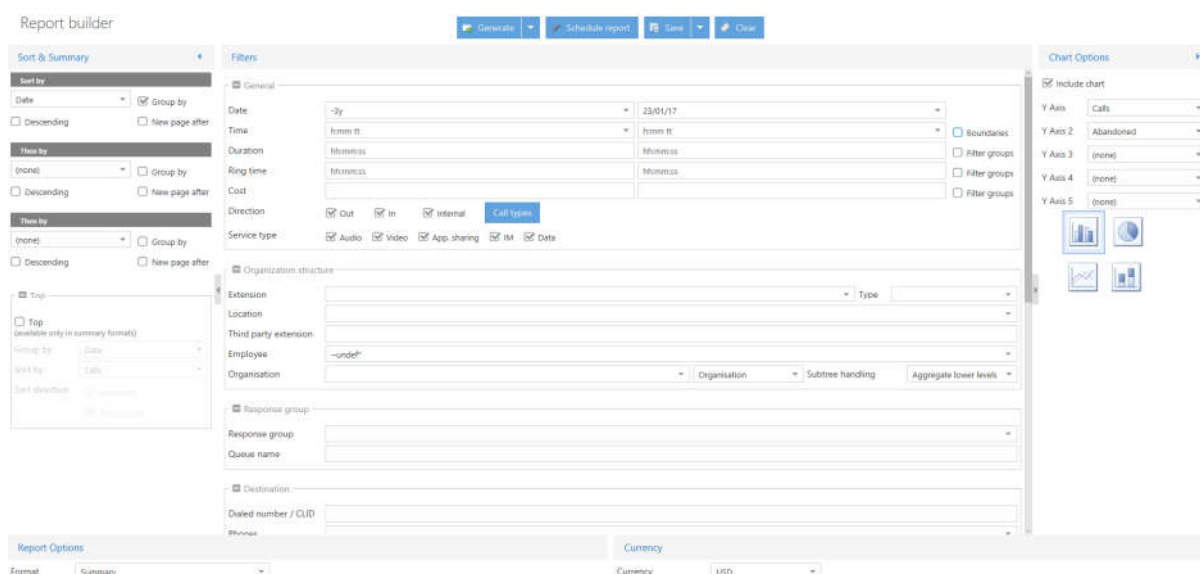
Using either canned reports or the report builder, once defined the report can be saved as a report template for easy access in the future. You name the report by selecting Save as and also select the Call type which is effectively the folder in which can be seen when using the report Template functionality of the software. Report templates are defined in detail later in this tutorial.

Report Builder

The Report builder can be found from pop out menu located on the left-hand side of the screen.



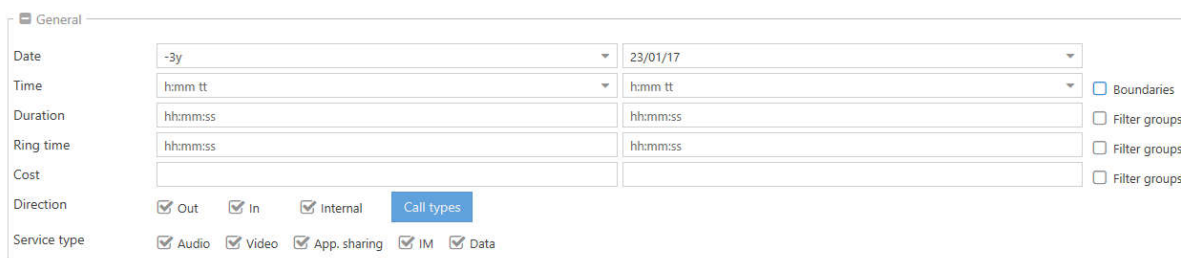
The report builder is used to define parameters for the report to ensure only relevant information is produced. It is split into 5 sections; Sort & Summary, Filters, Chart Options, Report Options and Currency.



Filters

In the centre of the report builder is the Filters section. This is further split into sub sections of; General, Organization structure, Response Group, Destination, Gateway, IP Fields, Devices and Versions. Each sub section can be collapsed and expanded using **+** and **-**.

General



The screenshot shows the 'General' filter section with the following fields and options:

- Date:** -3y (dropdown), 23/01/17 (calendar dropdown)
- Time:** h:mm tt (dropdown), h:mm tt (dropdown)
- Duration:** hh:mm:ss (input), hh:mm:ss (input)
- Ring time:** hh:mm:ss (input), hh:mm:ss (input)
- Cost:** (input), (input)
- Direction:** Out, In, Internal, **Call types** (button)
- Service type:** Audio, Video, App. sharing, IM, Data
- Options:** Boundaries, Filter groups, Filter groups

It is possible to specify the date range for the report this can be selected from the calendar opened by clicking on the down arrow or it is possible to use shortcut keys to define relative dates. These are represented by d (day), w (week), m (month), q (quarter) and y (year). Numbers can also be used with the shortcut keys so -3m would be the previous 3 months. For example, if you want to specify the date range for the last month to current day it would be as below.



The image shows two dropdown menus for the Date filter. The first dropdown contains the text '-m' and the second dropdown contains the text 'd', representing relative date shortcuts for the last month and the current day, respectively.

A time range can be specified which is useful to locate specific calls or reporting on out of office hour calls.

Call duration, Ring time and Cost ranges can be applied to further filter the report.

Call Direction (Out, In, Internal) and Service type (Audio, Video, App. Sharing, IM and Data) are selected using the check boxes allowing for one or many to be chosen.

Call types

Specific call types can be specified by clicking on the Call types button to open a new selection box. From here select the Call type and specify if it should be = (Equal to) or ≠ (Not equal to). Specific Skype calls can be selected; File Transfer, Scheduled, Federated. The Filter type Or And must be selected.

NOTE: It is possible to change the date, time and duration format from the Administration > Sites pop out menu. The selected format will be used throughout MAF ICIMS™.

Organization Structure

The Organization Structure allows filtering on one or many areas of the organization. Extensions can be selected from the list in the pop out box opened by clicking on the drop-down arrow. Specific Extension types can be chosen such as Cellular or IP. Employee and further hierarchical levels Organizational levels can be selected.

It is possible use wildcards in the filter selections. ~ (Tilda) will exclude and * (Wildcard) allows anything following its use.

For example, if you wanted to exclude undefined employees from the report this is achieved as below.

Employee

NOTE: Configuration of the Organization structure including Extension types, Organization hierarchy levels and Response Groups are defined in the Organisation pop out menu.

Response group

Response group

Response group

Queue name

Both Response group and Queue names can be selected.

Destination

Destination

Dialed number / CLID

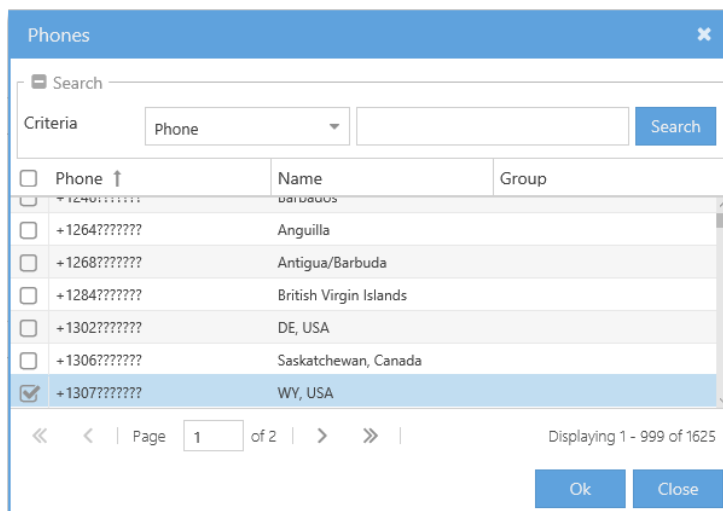
Destinations

Directory groups

Destination types

The destination allows filtering on specific call parameters. Dialed number / CLID (Caller Line Identification) enables specific numbers to be entered for both outbound (Dialed number) and Inbound (CLID) where presented. The use of wildcards can be of further assistance here for example 001* will filter on all call to USA.

Destinations are taken from the pre-loaded international location tables and the pop out allows selection of one or many locations. There is the number which can use? as a wildcard to indicate any number can be identified in that field and also a description seen in the name.



Directory groups enables filtering on pre-defined groups of numbers. The Directory groups can be setup in Administration > Phones > Phone directory groups. Once a phone group has been created you can allocate numbers to it in Administration > Phones > Phone directory. This is useful if you would like to create a Directory group for a customer and report on activity with them.

Destination types are also user defined in the Tariff > Destination.

Gateway



Gateway, Channel, Carrier (If applicable) and Data source can be selected as filters. These filters are normally applicable to traffic and cost reports.

IP Fields



The IP Fields filtering allows specific IP and Subnet locations to be specified. These are typically used for reporting on devices and locations. MOS (Mean Opinion Score) and Quality ranges can also be defined allowing for poor quality calls to be highlighted for trouble shooting and root cause analysis.

Devices and Versions



Capture and Render devices are specific details for headset and mic reporting. Client type will filter on specific devices that are used such as the Lync / Skype for Business Client, OC Phone, iPhone, iPad, Windows Phone and more this will allow analysis of approved devices. The client alias is the

version that is used currently the options for this are; OCS 2007, OCS 2007 R2, Lync 2010, Lync 2013 and S4B 2015.

Sort & Summary

The Sort & Summary section can be found on the left of the Report builder. Here it is possible to arrange the display of data sorting and grouping into up to 3 levels. If no sorting is selected the report is displayed in chronological order as default.

An example of Sort and Summary is shown below.

A report is run using the summary format with no sorting will display a single row report summarizing the total calls for an organization.

REPORT GENERATED:

**Summary
for selected Employees**

01/01/14 - 23/01/17
Call Direction Out In Internal

Calls	Duration	Cost (USD)	Extensions	Abandoned
29453	2916:25:03	493.88	1550	1462

01/02/17 1

By applying a first level sort on Organizational Unit rows will be added per the amount of OU's reported on. By checking the Group by box, the data will be collated into the sorted selection. In the example report below you can see there are only 2 OU's applicable in this report.

REPORT GENERATED:

Summary grouped by Organisation for selected Employees

01/01/14 - 23/01/17
Call Direction Out In Internal

Organisation	Calls	Duration	Cost (USD)	Extensions	Abandoned
Europe	15687	1694:55:21	288.16	810	416
IT	13766	1221:29:42	205.72	740	1046
Total for 29453 calls	29453	2916:25:03	493.88	1550	1462

01/02/17

1

Sort & Summary

Sort by

Organization unit Group by

Descending New page after

Then by

Employee Group by

Descending New page after

Then by

(none) Group by

Descending New page after

A second level of sorting can now be added by employee. This will first group the report by OU then by Employees within that OU.

REPORT GENERATED:

Summary grouped by Organisation, Employees

11/08/14 - 15/08/14
Call Direction Out In Internal

Organisation	Employee	Calls	Duration	Cost (USD)	Extensions	Abandoned
Europe	Alan Cain	18	0:09:16	0.03	4	0
Europe	Andree Hill	118	9:56:47	6.06	8	0
Europe	Andrew Hall	215	36:00:09	4.26	8	1
Europe	Andrew M. Keys	156	30:26:01	3.63	8	0
Europe	Arul Raj	145	13:15:27	5.14	6	0
Europe	Audrey Hart	315	8:14:18	0.80	8	0
Europe	Charlene Grey	117	14:57:35	1.67	8	0
Europe	Darren Drew	149	8:58:47	9.98	5	0
Europe	Deepak Jha	133	6:28:39	11.33	7	0
Europe	Dianne Tod	58	2:40:16	0.86	7	0
Europe	locc Aog	282	45:08:30	14.44	8	0
Europe	James Yau	111	8:47:22	5.96	8	0
Europe	Jessie Lin	93	4:43:43	1.37	7	0
Europe	Lgwato1 Lync Extension	49	3:44:03	11.58	6	0
Europe	Lily Pan	211	34:14:39	2.51	8	1
Europe		2170	227:45:32	79.60	106	2

There is a total of 35 sorting fields to choose from. When selected, these will add a column to the report displaying the information. In the above examples, we can see this with the addition of the Organization then Employee columns.

If required each sorted category can be displayed in descending order and / or in a new page.

NOTE: Summary reports have click through reporting from the 1st level of sorting. In the above example where sorting is at OU for the first level it is possible to click on the OU in directly on the generated report and it will drill down to the next level. In this example generating a report displaying the employees allocated to the chosen Organization Unit.

Chart Options

It is possible to include a chart to quickly visualize the data displayed in the table of the report. The Chart options can be found on the right of the Report Builder.

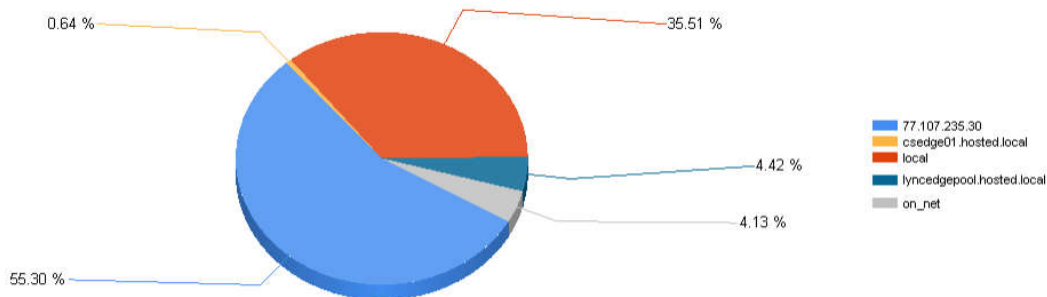
Chart type can be selected as either Bar, Stacked Bar, Pie or Line chart.



It is also possible to select up to 5 criteria to be displayed on the Y Axis of the chart. The options for the Y Axis are dependent on the report that is being demonstrated. In the below example you can see the use of a pie chart to enhance the impact of a summary report sorted on gateway.

Summary grouped by Gateways

11/08/14 - 15/08/14
Call Direction Out In Internal



Gateway	Calls	Duration	Abandoned
77.107.235.30	2412	86:30:19	0
csege01.hosted.local	28	2:48:31	0
local	1549	309:02:17	3
lyncedgepool.hosted.local	193	2:16:51	0
on_net	180	0:00:41	0
Total for 4362 calls	4362	400:38:39	3

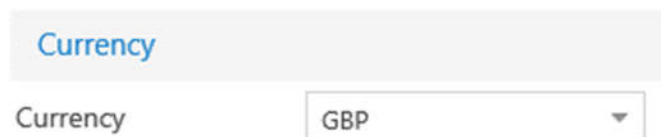
Report Options

The Reports options found at the bottom left of the Report Builder allows users to select the format of the report. Bespoke report formats are defined and saved using the Report Designer details of which can be seen later in this tutorial.



Currency

MAF ICIMS™ has multi-currency capabilities and when relevant the currency displayed in the report can be selected. This is found at the bottom right of the Report Builder.



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..

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