



MAF ICIMS™

Response Group Statistics Performance Map

 Skype for Business

//

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 Response Group Map available in MAF ICIMSTM gives clear visibility of Response Group performance ensuring Call Handling times are acceptable and resources have been allocated accordingly.

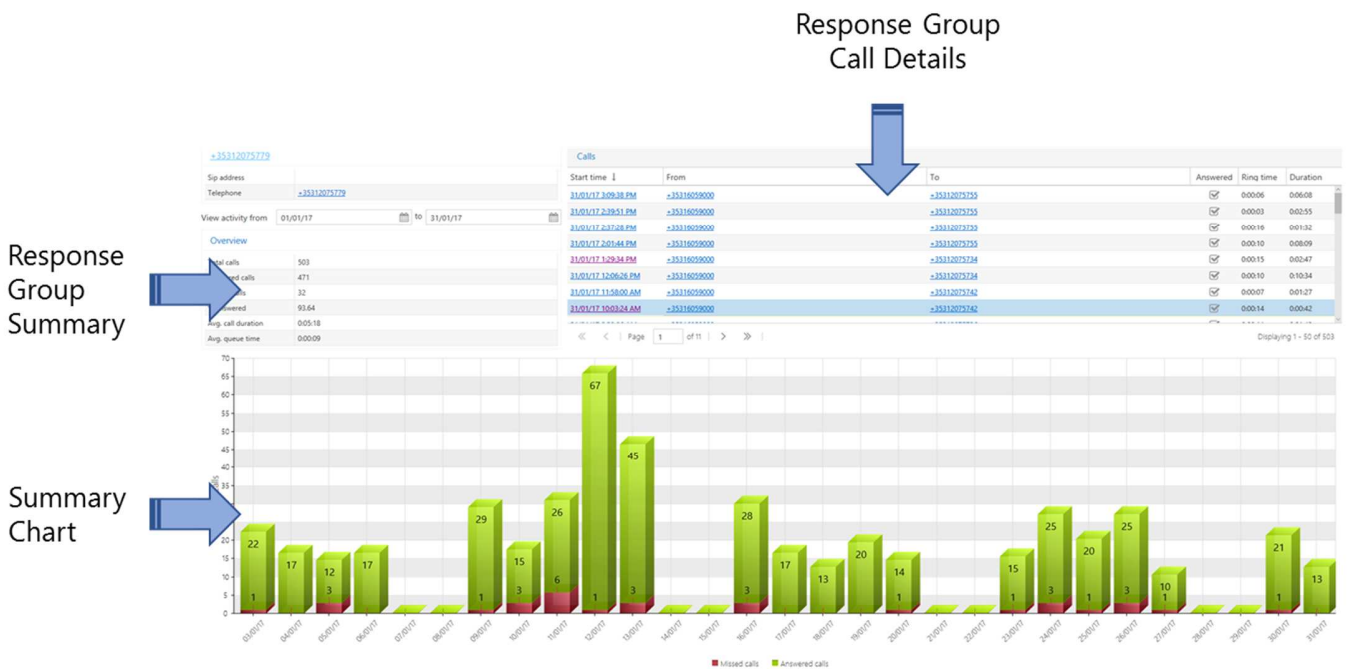
//

From the MAF ICIMSTM 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.

RESPONSE GROUP SUMMARY REPORTING MAP



RESPONSE GROUP SUMMARY REPORTING

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

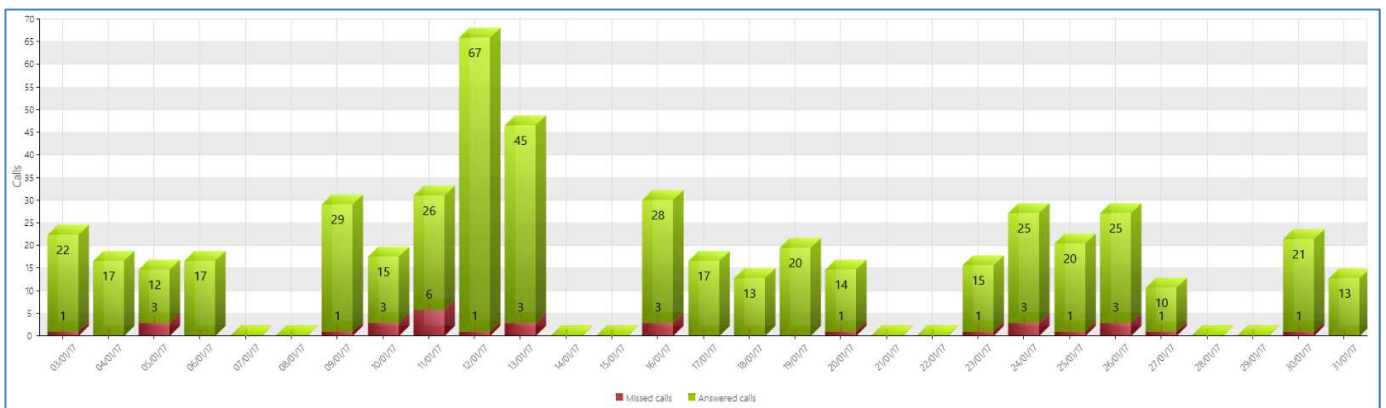
RESPONSE GROUP CALL DETAILS REPORTING

Calls

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

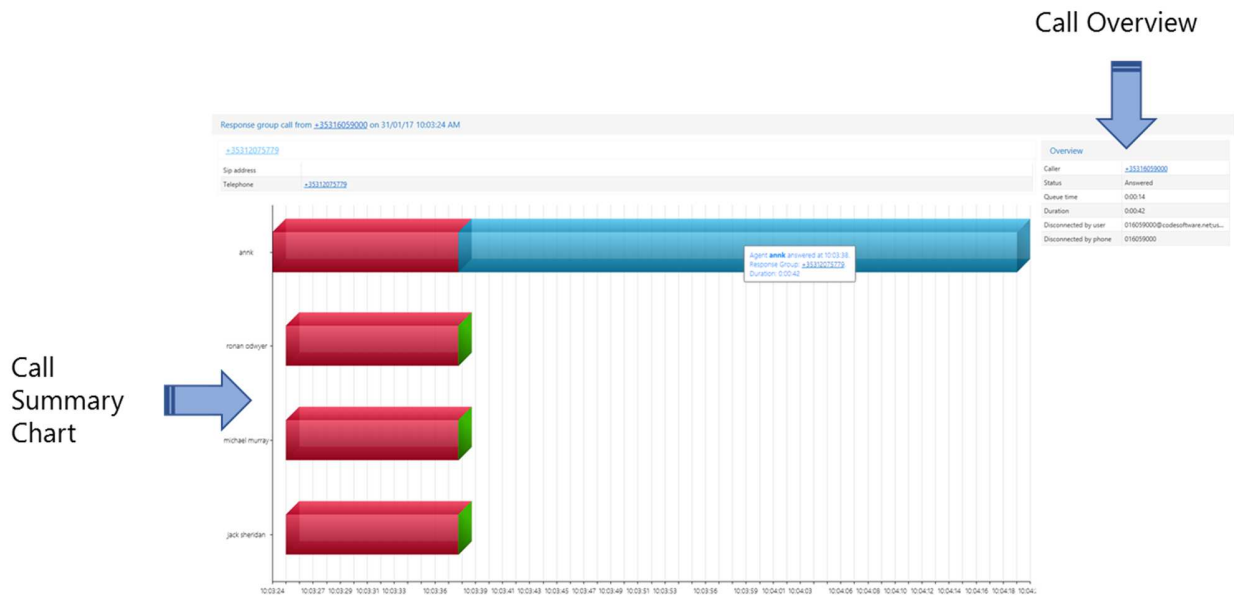
Page 1 of 11 | Displaying 1 - 50 of 503

RESPONSE GROUP SUMMARY CHART REPORTING



RESPONSE GROUP CALL DETAIL REPORTING MAP

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

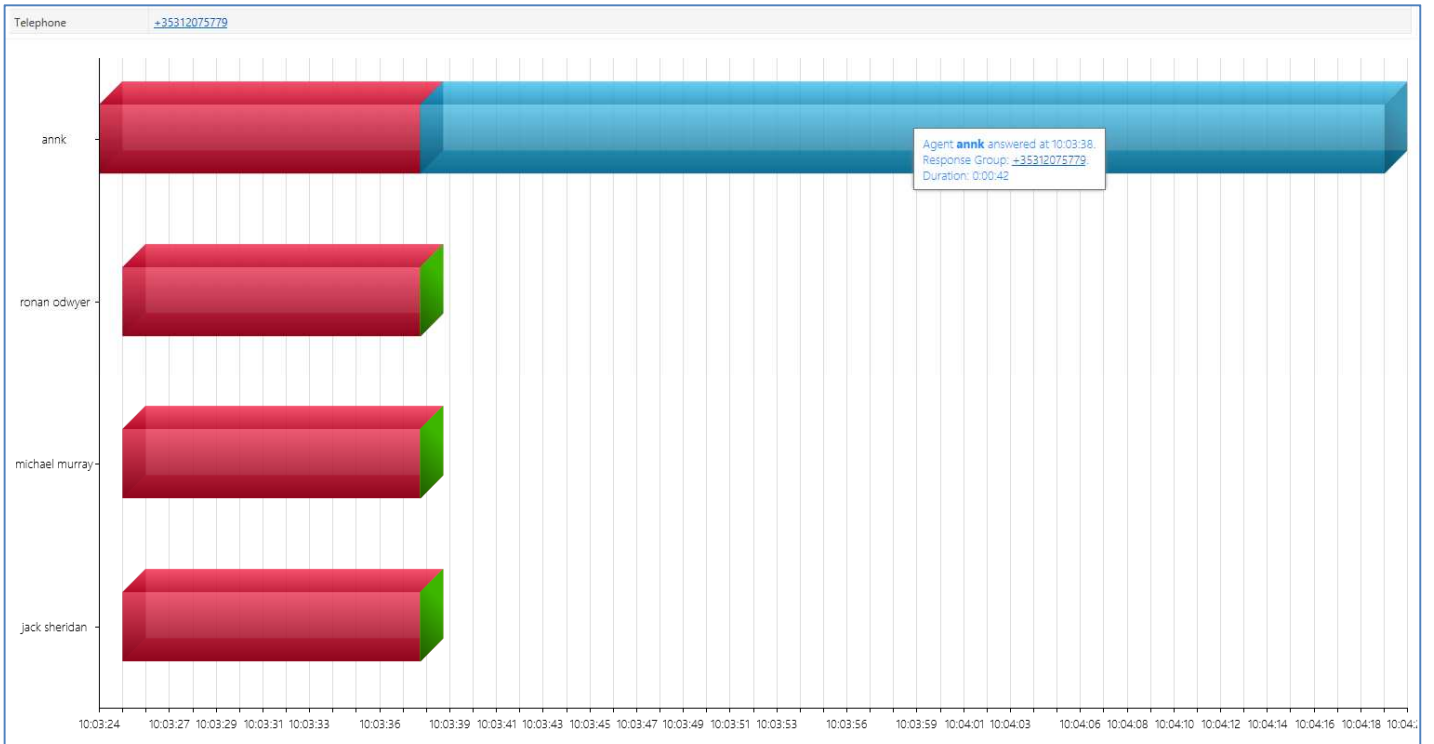


All agents in the Response Group presented with the call are shown on the chart. Response Group Call queue time and Response Group talk duration are displayed, colour coded. An overview of the Response Group call details can also be seen.

RESPONSE GROUP CALL OVERVIEW

Overview	
Caller	+35316059000
Status	Answered
Queue time	0:00:14
Duration	0:00:42
Disconnected by user	016059000@codepath.net...
Disconnected by phone	016059000

RESPONSE GROUP CALL SUMMARY CHART



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

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

Call from

Lisa Keating

Title	
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	lgw.hangar.security1@lync.virgin.com
Disconnected by phone	+441293448636

Network

Gateway	APIAAOFFLWNC1vaa.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) OCPhone(4.0.7577.4455) (Microsoft Lync Phone Edition)	Client version: RTCC/S.0.0.0 MediationServer
Connection type: Ethernet	Connection type: Wired
VPN: False	VPN: False
Endpoint: OCPhone	Endpoint: SVAABSELVNC1557
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™

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

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 number 1 in Call Management, Call Accounting & Telecom Expense Management.

With our latest developments MAF ICIMS™ and MAF UCR™ Monitoring, Analytics, Reporting & Recording solutions for Skype for Business and Unified Communications we expand our sales across the globe rapidly. Our solutions also work with every other major (IP)PBX and UC manufacturer platform like Cisco, Mitel, Avaya, Alcatel-Lucent etc.

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