



MAF InfoCom™

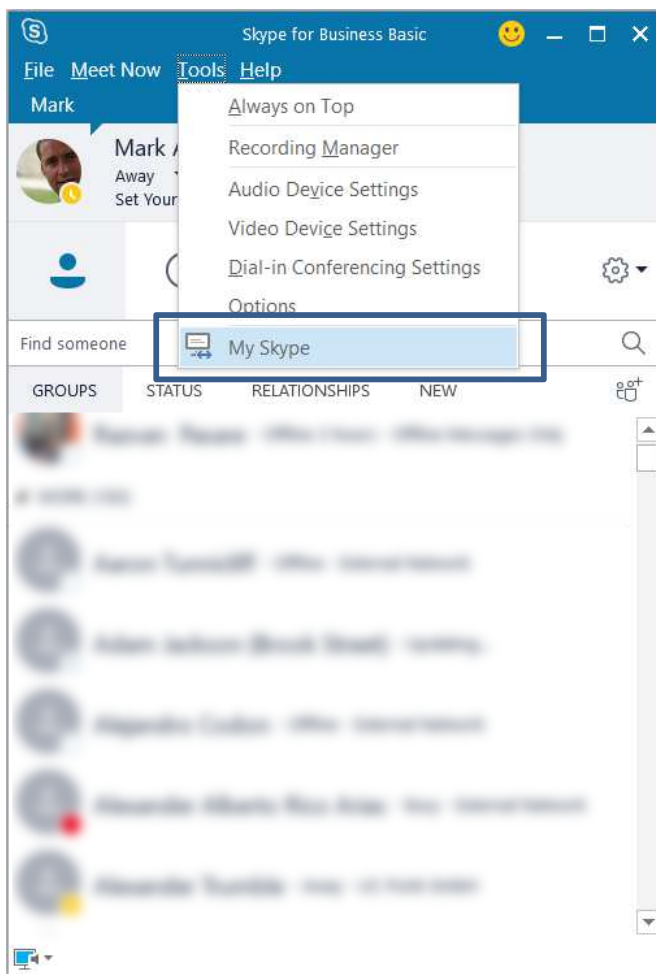
MAF MyS4B™



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MAF MyS4B™ delivers Skype for Business users visibility of their own call quality, user adoption, productivity and call costs through dashboards, monitors, user maps and reports. It is simply accessed via the Skype for Business client. Each organization can define their unique parameters for MAF MyS4B™ users including available dashboards and reports.

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Users access MAF MyS4B™ via the tools menu in the Skype for Business client. Once selected the software will open with restricted access allowing users to view only their own information.

AD (Active Directory) Authentication means that the user profile is automatically allocated by-passing the need for any manual login.

System administrators can define multiple user policies dependent on any specific requirements. This flexibility allows various users different visibility such as only specific dashboards, reports and the User Map.

NEW USERS

The first time a user attempts to log into MAF MyS4B™ they are prompted to create an account as below.



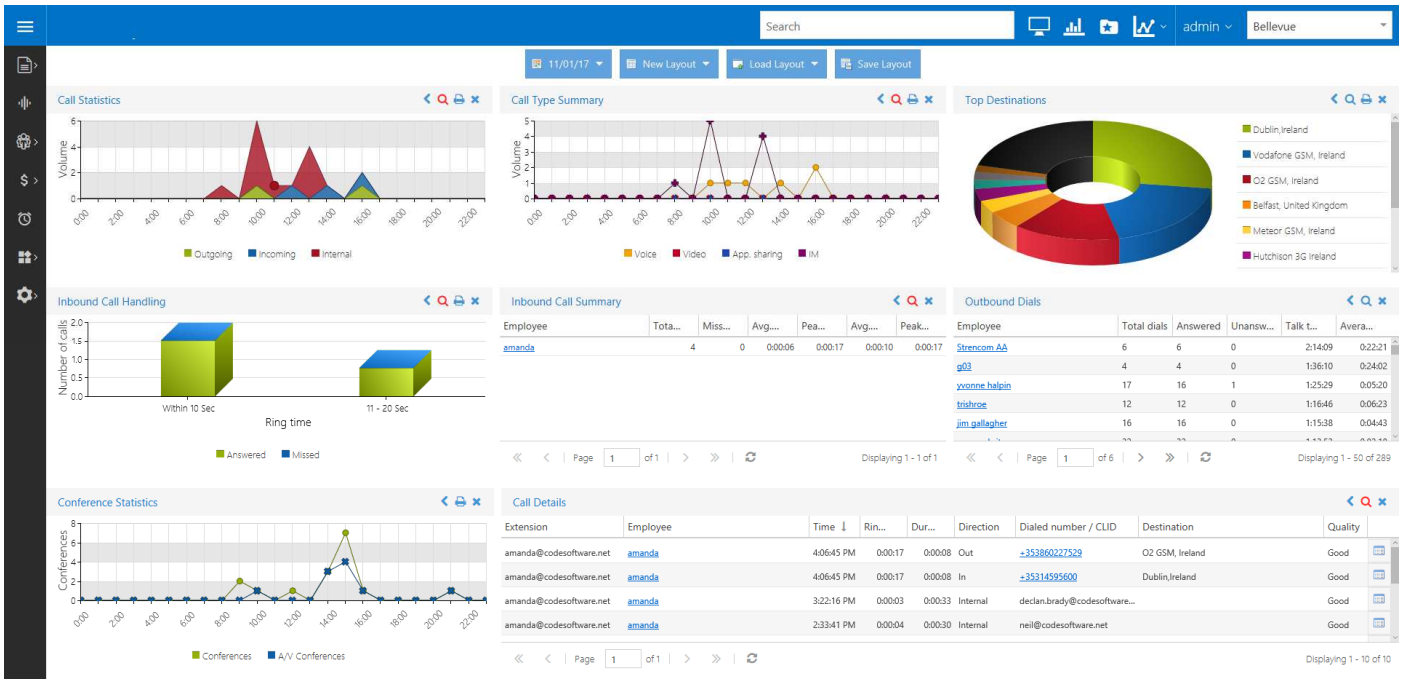
The image shows a registration form titled "Register for MyS4B". The form has a blue header with the title in white. Below the header are four input fields: "E-mail" with a cursor icon, "Sp address or phone", "Password", and "Confirm password". At the bottom of the form is a blue button labeled "Register".

Once completed they will receive an email with a verification link to activate their MAF MyS4B™.

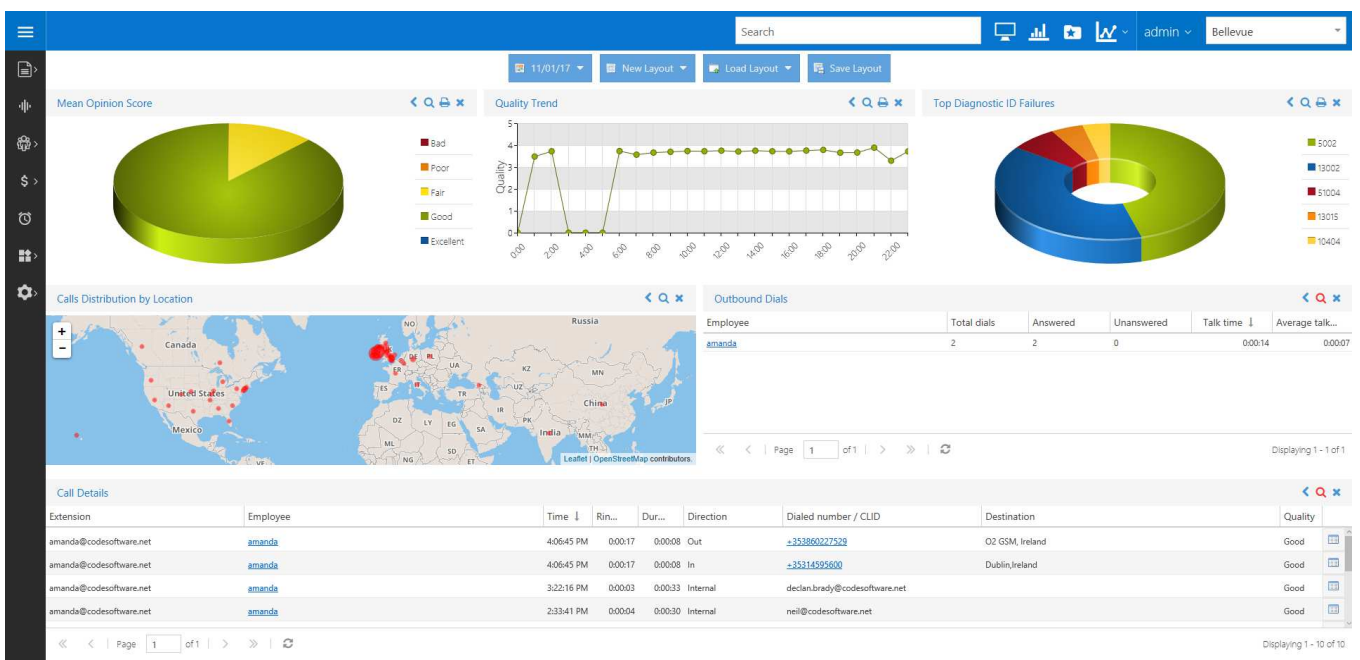
DASHBOARD

The dashboard gives a snapshot view of usage on a single day which can be configured by users to suit their individual needs. Typically, this will be the current day however users can select any day from the calendar.

Below can be seen an example of a performance and productivity based dashboard layout which includes **Call Statistics** (Inbound, Outbound and Internal call volumes), **Call Type Summary** (Volumes of Voice, Video, App Sharing and IM's), **Top Destinations** (Volume of calls to destinations), **Inbound Call Handling** (Ring time and Number Answered / Missed), **Inbound Call Summary** (Total, Missed, Average Ring time, Peak Ring time, Average Talk Duration and Peak Talk Duration), **Outbound Dials** (Total Dials, Answered, Unanswered, Total Talk Time and Average Tak Time), **Conference Statistics** (Volume of Voice and Video Conferences), **Call Details** (Time of call, Ring time, Duration, Call Direction (Inbound / Outbound), Dialed number / CLID, Destination and Call Quality). Note that it is possible to access the **Call Detail Monitor** directly from the **Call Details** dashboard, shown later in this document.



A more call quality based example dashboard layout can be seen below which includes **Mean Opinion Score**, **Quality Trend** (Average MOS score in hourly intervals) **Top Diagnostic ID Failures**, **Call Distribution by Location** (Heat map), **Outbound Dials** (Total Dials, Answered, Unanswered, Total Talk Time and Average Tak Time), **Call Details** (Time of call, Ring time, Duration, Call Direction (Inbound / Outbound), Dialed number / CLID, Destination and Call Quality).



CALL DETAIL MONITOR

The call detail monitor shows users individual call information including quality and device details

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

Call from: Lisa Keating
 Title: Sales
 Organization unit: Sales
 Extension: +441293444027
 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: 00:06
 Duration: 00:17
 Call type: Completed
 Quality: Poor
 Disconnected by user: lgw.hangar.security1@fly.vrimg.com
 Disconnected by phone: +441293444027

Network:
 Gateway: AP/VAACFLY/NC1.vaa.vrg.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:

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/5.0.0.0 MediationServer
Connection type: Ethernet	Connection type: Wired
VPN: False	VPN: False
Endpoint: OCPhone	Endpoint: SVAABSELYNC1557
IP Address: 10.25.112	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:

USER MAP

User Adoption and Quality are two key elements to ensuring the successful and productive delivery and on-going usage of Skype for Business. MAF MyS4B™ allows users to view these details for a selected date range using the **User Map**.

andrew.pegum
 Title: Tech
 Organization unit: Tech

View activity from 01/01/17 to 31/01/17

Extensions:

Type	Extension
IP	andrew.pegum@codesoftware.net
Phone	+35312075717

Calls:

Start time	From	To	Service	Quality
31/01/17 4:20:26 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 4:17:24 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 4:17:22 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 4:17:21 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 4:11:58 PM	andrew.pegum@codesoftware.net	shane.melville@codesoftware.net	IM	Good
31/01/17 3:43:40 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 3:33:05 PM	andrew.pegum@codesoftware.net	john.neville@codesoftware.net	IM	Good
31/01/17 2:49:01 PM	conor.roche@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 12:12:33 PM	jo.nichoidealbha@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 12:12:07 PM	jason.doyle@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 11:56:11 AM	andrew.pegum@codesoftware.net	conor.roche@codesoftware.net	Audio	Good
31/01/17 11:49:39 AM	conor.roche@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 11:49:31 AM	jason.doyle@codesoftware.net	andrew.pegum@codesoftware.net	Audio	Good
31/01/17 11:44:00 AM	andrew.pegum@codesoftware.net	jason.doyle@codesoftware.net	IM	Good
31/01/17 11:32:01 AM	wagner.iritto@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 11:23:00 AM	andrew.pegum@codesoftware.net	john.neville@codesoftware.net	App. sharing	Good
31/01/17 11:22:45 AM	andrew.pegum@codesoftware.net	john.neville@codesoftware.net	App. sharing	Good
31/01/17 11:20:30 AM	andrew.pegum@codesoftware.net	john.neville@codesoftware.net	Audio	Good

Conferences organized:

Start time	Participants	Duration
31/01/17 9:14:37 AM	7	0:54:56
30/01/17 10:30:41 AM	5	4:25:23
27/01/17 9:28:12 AM	7	0:23:54
26/01/17 9:33:03 AM	1	2:14:39
25/01/17 9:29:21 AM	8	0:34:04
24/01/17 9:34:40 AM	5	0:34:13
23/01/17 11:30:11 AM	6	0:26:35
23/01/17 10:50:41 AM	1	0:00:11
23/01/17 9:30:09 AM	9	0:42:52

Conferences attended:

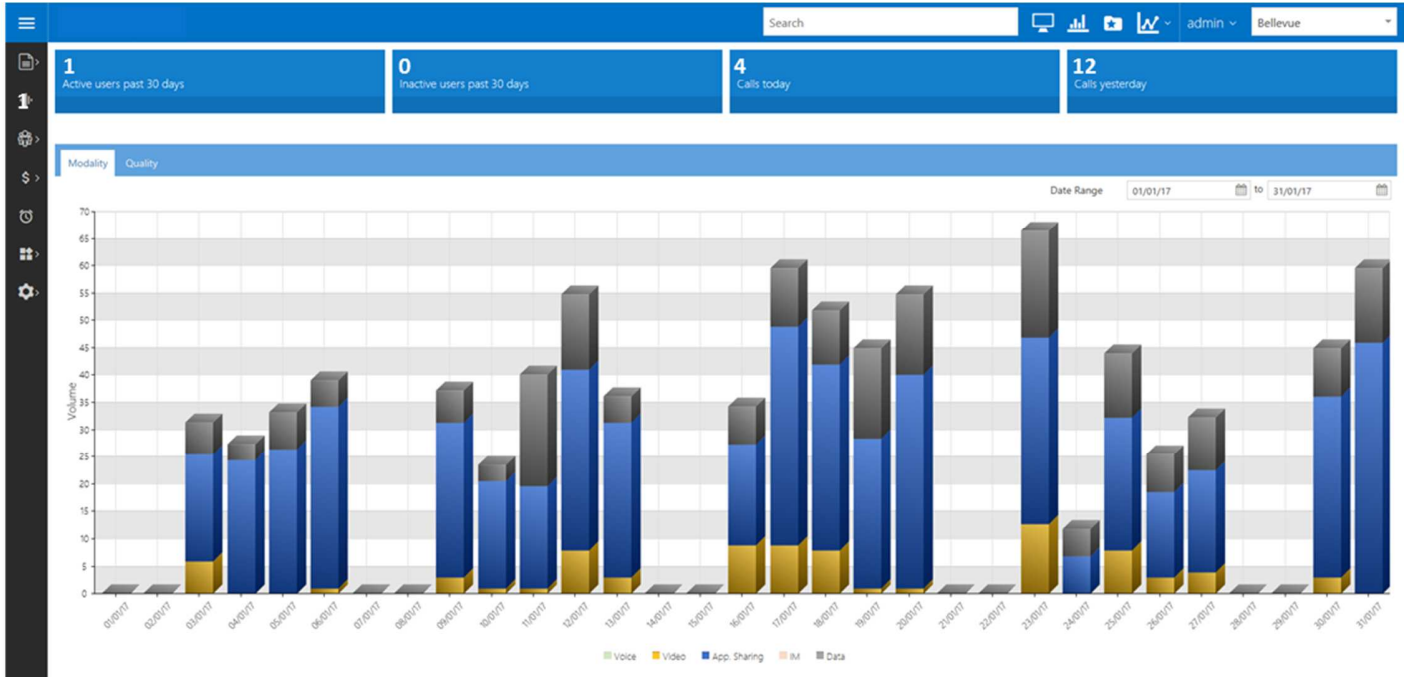
Start time	Participants	Duration
31/01/17 9:35:36 PM	2	0:39:16
31/01/17 10:02:40 AM	2	1:01:28
30/01/17 2:32:42 PM	2	2:17:11
24/01/17 2:15:45 PM	7	0:16:40

Activity Summary:

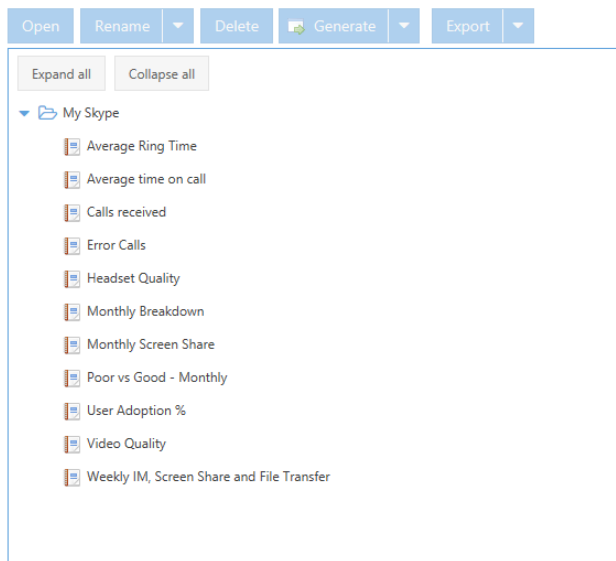
Activity Type	Count
Audio	21
Video	3
Conferences	4
IM	127
App. sharing	6

USER MONITOR

The user monitor allows a date range to be selected and a chart displaying total user adoption (Voice, Video, App Sharing, IM and Data) or Call Quality (Good or Bad)



REPORTS



Due to the flexible and user driven nature of the reporting it is possible to create a library of relevant report associated with a user's MAF MyS4B™ profile. An example of reports can be seen here but the reporting options are unlimited including call costs reports

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.

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