maf infocom

MAF NMS™

A deeper look

DID Range Number Management System

> “Tracking and managing Direct-in-Dial (DID’s or DDI’s depending on where you’re from) and extensions can be a costly and time-consuming task for companies of any size. Not anymore with MAF NMS™, the single pane of glass view and automation of manual tasks results in reduced costs and risks and improved business processes. No more trying to manage with multiple spreadsheets.”

Overview

MAF NMS™ can be delivered either from our cloud or on-prem. It can be delivered either as a standalone solution or part of MAF ICIMS™ suite of reporting and monitoring solutions. As it is PBX/UC platform independent it is relevant to any company that has DID’s.

As part of the installation process typically the existing DID ranges are imported in CSV format. Once the initial data population is completed the on-going management and data import is fully automated as a scheduled task.

Automated DID range population

MAF NMS™ automatically updates the details for each of the DID ranges. Typically, this is taken from AD or any other database through ODBC connection, or csv files. This means any adds/moves/changes that are made in Active Directory will automatically update MAF NMS™.

DID configuration

It is possible to stipulate how long a DID is held for after it has been 'unallocated'. This feature is used to ensure that a DID is not immediately re-allocated after an employee has left which may result in a call to a new starter. This is a system wide parameter, but it is possible to state differing hold times for individual ranges.

DID statistics

The DID statistics screen gives summary information of the DID ranges, totals DID Ranges, Allocated DID Numbers and Unallocated DID Numbers. The total allocated vs. unallocated DID's can be seen in the pie chart. The table displays range information; From, To, Description, Size, Allocated, % (Total allocated) and Location. Sorting can be applied to any of these fields for example to see the top % allocated ranges first.

DID ranges

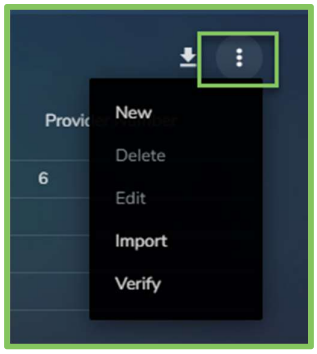
The tasks associated with DID's ranges are conducted from here. As with the DID statistics screen it is possible to select any column and sort either alphabetically or ascending/descending depending on the field.

Search

Using the search box there are 5 fields available to search by; Number, Description, Provider, Provider # and Location.

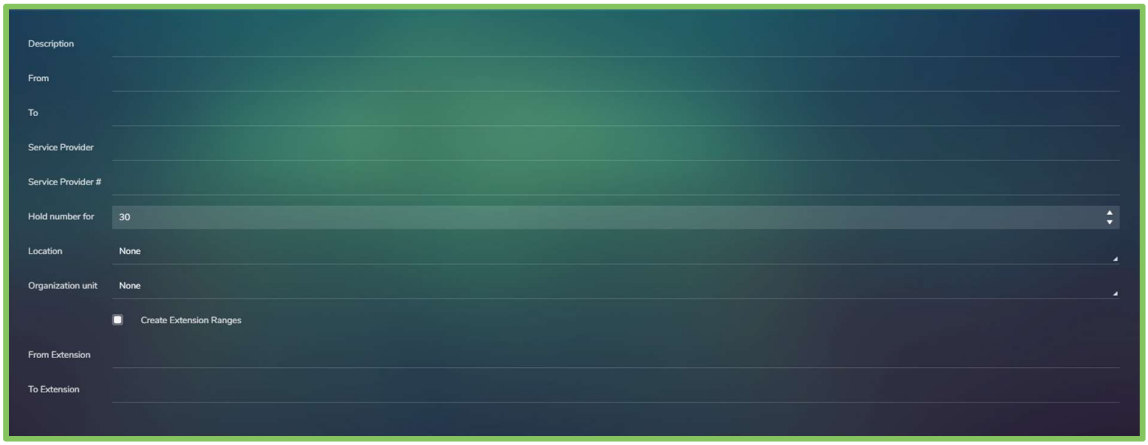
Actions

Clicking the three-dot button will bring up a menu with 5 available actions: New, Delete, Edit, Import, Verify.



New

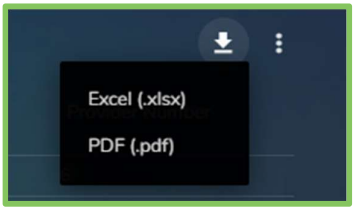
From here the parameters for a new DID range can be specified. There is an option available to auto-generate Extensions from the new DID's.



Import/Export

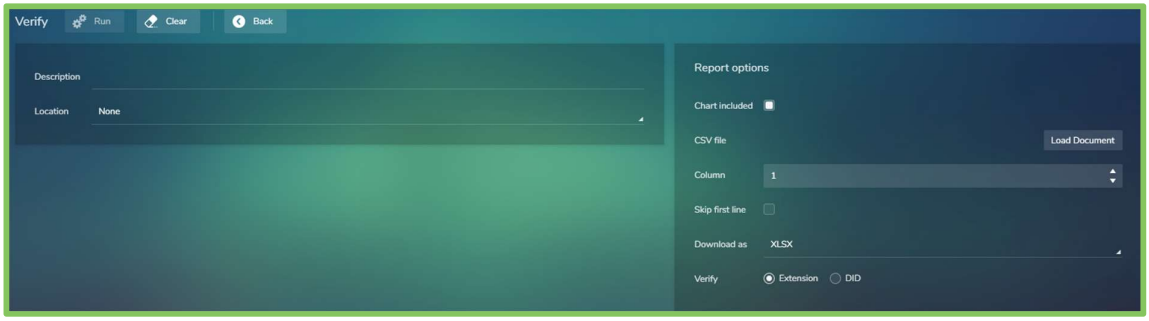
A list of the DID ranges with details of; Description, From Number, To Number, Size, Service Provider, Service Provider #, Hold Days and Location can be imported from CSV file.

Clicking the Export button, it is possible to export all the DID ranges with the above fields into a PDF file or Excel Spreadsheet.



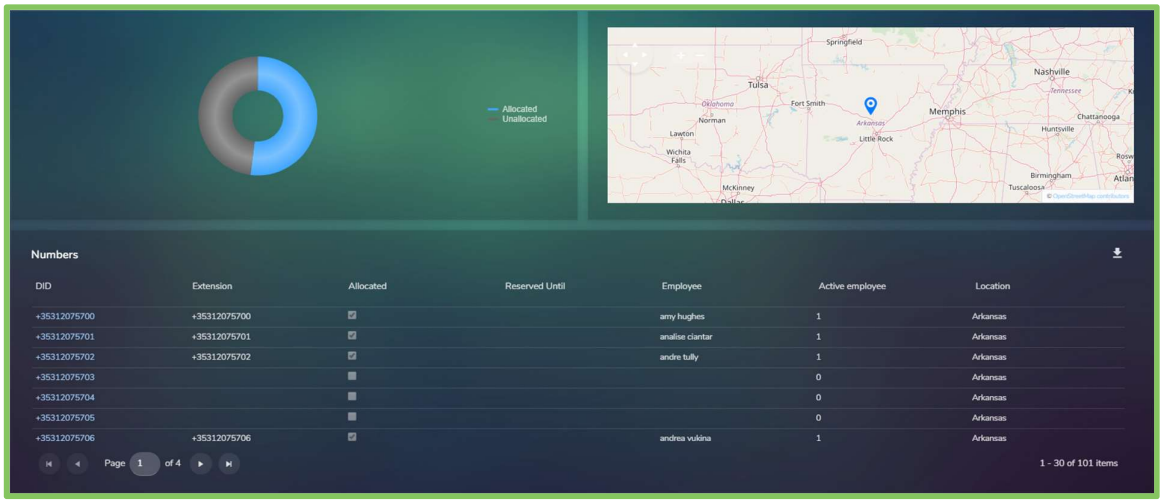
Verify

It is possible to verify that the DID numbers for a range correlate with those given by the service provider. Filters can be applied on Range Description or Location and the service providers files are imported to verify against.



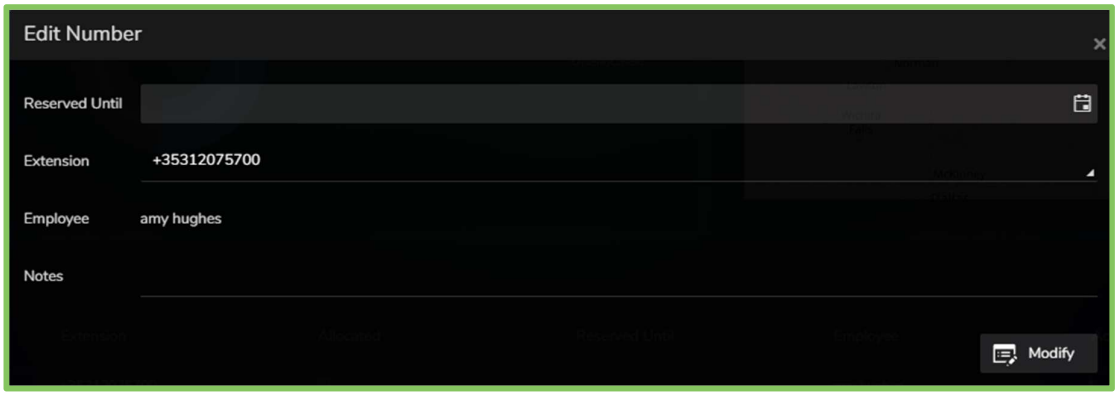
Range details

From the DID Ranges screen a specific range can be selected to view further details. Searching is available on Number, Extension and Employee. The physical location of the DID range is displayed in the map and the pie chart gives a 'snapshot' view of the total DID allocation for the range.



DID Allocation/Editing

On selecting an individual DID it is possible to allocate or edit the DID to a specific extension and employee. The DID can also be reserved until a specified date, typical use of this is when a new starter or contractor will be requiring the DID on a known future date. If not allocated by that date the DID returns to the 'pot' for general availability.



Exporting

The entire DID range can be exported as a PDF file or an Excel Spreadsheet showing; ID, DID, Extension, Employee, Allocated (True / False), Active Employee (True / False) and Reserve Until date.

Rogue DIDs

The Rogue DID screen will show DIDs that have been used but are not allocated to specific DID range. This is typically used to clean up an organizations DIDs ensuring all used DIDs are allocated to a range.

Auto range generation

A unique feature of NMS is the ability to automatically generate ranges following the import of DID's. This is done by grouping associated and sequential DID's into an autogenerated range with a description also given where possible. Further editing of the range can then be made to ensure accuracy. The auto range generation is found in the Rogue DID section.

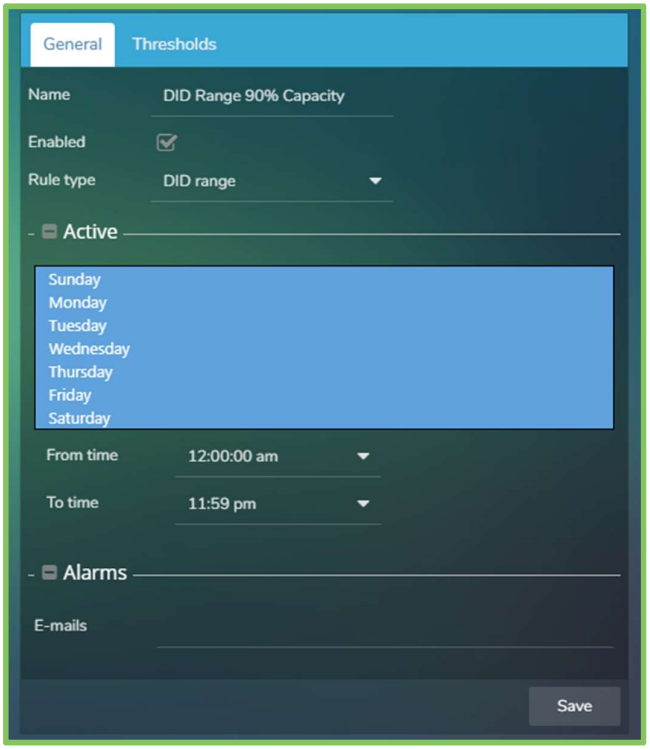
DID reports

Standard report formats are available to show All DIDs or Allocated DIDs or Unallocated DIDs. Filters can be applied to the reports to show selected DID range Description, Service Provider and Location.

DID	Extension	Allocated	Employee	DID range	Location	Provider
+35312066700	+35312066700	Yes	aaron garland	Dublin Office	Dublin	VZ
+35312066701	+35312066701	Yes	aaron spring	Dublin Office	Dublin	VZ
+35312066702	+35312066702	Yes	abdulkadir moote	Dublin Office	Dublin	VZ
+35312066703	+35312066703	Yes	acrofts	Dublin Office	Dublin	VZ
+35312066704	+35312066704	Yes	adam mcdonnell	Dublin Office	Dublin	VZ
+35312066705		No		Dublin Office	Dublin	VZ
+35312066706	+35312066706	Yes	agnieszka chmiel	Dublin Office	Dublin	VZ
+35312066707		No		Dublin Office	Dublin	VZ
+35312066708		No		Dublin Office	Dublin	VZ
+35312066709	+35312066709	Yes	aidan reynolds	Dublin Office	Dublin	VZ
+35312066710	+35312066710	Yes	aidan ryan	Dublin Office	Dublin	VZ
+35312066711	+35312066711	Yes	aine duffy	Dublin Office	Dublin	VZ

Alarms

Any number of alarms can be set, sending an email notification when a DID range has reached capacity. These are user defined thresholds giving the flexibility to meet specific requirements.



Powershell

The use of PowerShell scripts further assists in task automation and configuration of the DID ranges. Currently available:

Command	Function
New-UCASession	Connects to a UCA Server
New-UCADIDRange	Creates a new DID range
Set-UCADIDRange	Updates an existing DID range
Remove-UCADIDRange	Removes an existing DID range
Remove-UCADIDRange	Generates a list of DID ranges
Get-UCAFreeDID	Requests a free DID

Who we are

Formed in 2000, MAF InfoCom™ is a leading innovative technology provider with two decades experience delivering solutions for Unified Communications and Collaboration including Monitoring, Analytics, Reporting, Recording, Headset & Device Management and DID 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 the largest provider of UC reporting solutions.

With the market trend towards Unified Communications and Collaboration we expand our sales across the globe rapidly. Our solutions work with every major UC&C technology.

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.

MAF ICIMS™
UC&C Monitoring, Analytics & Reporting

MAF ICIMS CC™
Live Wallboards, Real Time Agent Status

MAF NMS™
Number Management System, DID Range Management

MAF UCR™
UC Voice Recorder

MAF DMS™
Inventory Management for Headset and Devices

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