



MAF ICIMS™

Call types

Unified Communications Reporting



A- Abandoned call

B- Busy call

X – Transfer call

F – Forward call

T – Tandem call

S – Start Leg

E – End leg

Err – error call

C – Conference call

H – Hold call

Pck – Pickup Call

Icom – Intercom Call

M – Mobility

MHin - Mobility HandIn

MHout – Mobility Handout

CPck – Cell Pickup

IVR – IVR Call

Prk – Call Park

Mal – Malicious Call

Brg – Barge call

Mss – Missed call

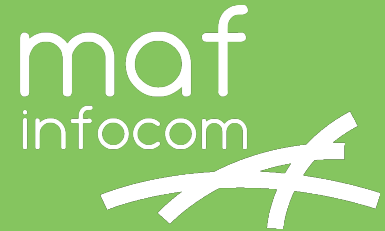
Prs – Presented call

Hg – Hunt Group call

VM – Voice Mail call

There can be combinations of the above type like Hg A, which means Hunt group abandoned call.





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

