

MiVoice Office Call Reporter

Comprehensive and easy to use call reporting and management for the MiVoice Office Application Suite, both historical and Real-Time

Overview

MiVoice Office Call Reporter brings a range of call performance and management reports to the MiVoice Office Application Suite. It provides access to all the historical call data stored within the system, which can be used to deliver complete visibility of how the telephone system is used and how users are performing.

In its simplest form, the system provides access to Call Lists which document each call made and its route through the telephone system including internal calls and transferred call segments. When full Call Reporting is licensed, call traffic can be analyzed in multiple ways which when combined with the type of data stored on each call and the advanced filtering options available, make for a truly powerful call analysis solution.



Key Features

- Web based interface, no client side installation required. Reports are accessible from any compatible browser on Windows, Mac or Tablet
- Comprehensive filtering enables only relevant calls to be reported on
- Call Logging module provides call lists and configuration data reports including: Incoming/Outgoing Calls, Missed Calls & Unreturned Lost Calls
- Call Reporter module allows detailed analysis of calls, with grouping by Extension, User, Hunt Group, Agent ID, Telephone Number, Trunk & Time
- Pre-configured out of the box reports are provided to get users up & running
- Reports and filters can be shared easily between users
- Report scheduling option automates report generation and can distribute them via email or save them to a network share

Historical Reporting

Call Lists & Configuration Data

The entry level features of the solution provide access to lists of calls which can be filtered by many properties to identify specific calls. The system tracks all external and internal calls, and provides dedicated reports for highlighting 'Lost' and 'Unreturned Lost Calls' to the user.

The Inbound Call Summary provides a historic view of call traffic and how users of the telephone system are performing.

Call Analysis

Full Call Reporter licensing provides access to analyze call traffic by many different properties, including: Caller ID, Extension, Agent ID, Hunt Group etc. Users can choose from a large selection of summarized data that will allow them

to evaluate how different users or groups of users are performing.

Filtering & Sharing

Customizable filters allow users to search for specific calls or analyse call data from a specific source. Once reports and filters have been created, they can then be easily shared between other users to improve performance and collaboration.

Report Scheduling

This optional feature provides an automated way of running reports and delivering them to users via email or by saving them to a network location. Scheduling is ideal for running reports for large amounts of data or for delivering monthly, weekly, daily or even hourly reports that can be used to review performance or actively manage users.

MiVoice Office Call Reporter Real-Time

Live call and status management interface

MiVoice Office Application Suite provides two real-time reporting options for the MiVoice Office 250; Wallboard & Dashboard. Both are fully customizable and provide live call and status information.

Real-Time Wallboard

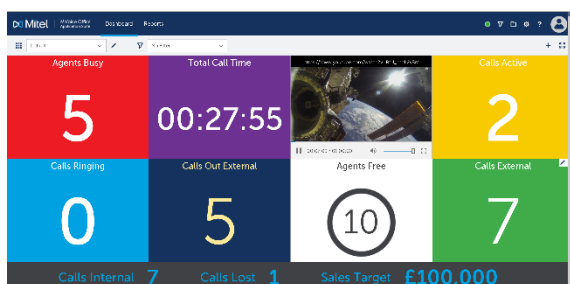
Designed for displaying live performance statistics on a screen to be viewed by multiple people, the wallboard provides a single view, which can be customized with one or more of the following tiles:

Single- Stat / Cycling Tiles

Add one of hundreds of available statistics to a tile that is updated in real-time. Multiple tiles can be added to a wallboard view to display system-wide stats or stats filtered for specific devices. Optionally, two statistics can be cycled through to maximize real-estate.

Media

Media tiles can be used to display promotional or corporate videos or images. Videos and images can be uploaded and then displayed one or more wallboards.



Ticker

A ticker allows up to 20 statistics to be continuously looped. In addition to the available statistics, manually configured messages can be added to the ticker.



Alarms

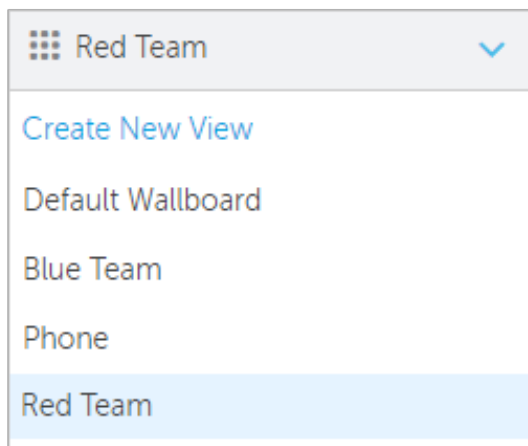
All statistic based tiles have configurable alarms where thresholds can be configured to flash tiles, change color, play a sound or make a tile full screen. By using multiple alarms on a single tile, a traffic light based system can be configured where the color of the tile changes as the statistic goes through multiple thresholds.

Real-Time Dashboard

A supervisor's tool to track system and user performance in real-time. Users can customize views with a range of tiles to monitor different business areas or departments.

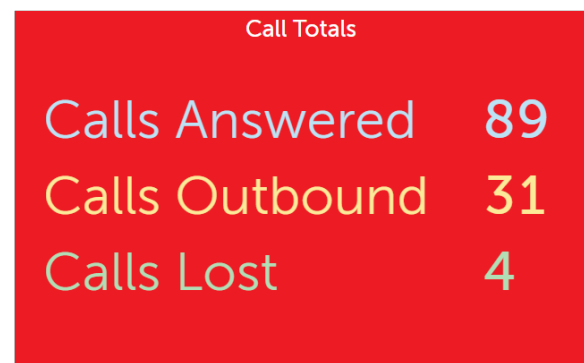
Multiple Views

Dashboard users can create multiple views with a customizable collection of tiles. Each view can be used to monitor a different area or aspect of the business.



Multi-Statistic Tiles

Multi-stat tiles can be used to display many pieces of information in the same window. Stats can be displayed in a list, cycled through or in a primary/secondary statistic format.



Grids

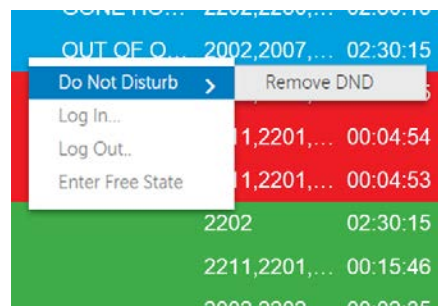
Grid tiles provide status and summarized information about different devices on the telephone system. Grids are available to display the status of extensions, agents*, trunks and calls on the system

| Agent | Agent Name | Time L. | ACD Status | DND Miss | Held Groups | Time In. | Time On. | Ca. | Calls O. | Avg Talk. Tl. | Total Talk. |
|-------|------------------|----------|------------|-----------|-------------|----------|----------|-----|----------|---------------|-------------|
| 7012 | Charles Ryan | 02:30:16 | Busy NA | ON A TRIP | 2002,2230 | 00:15:45 | 05:22:49 | 0 | 0 | 00:00:00 | 00:00:00 |
| 7013 | Alice Craig | 02:30:16 | Busy NA | ON HOLID. | 2002,2007 | 02:50:15 | 05:22:49 | 0 | 0 | 00:00:00 | 00:00:00 |
| 7014 | Mark Laird | 02:30:16 | Busy NA | CONF HO | 2000,2030 | 02:50:15 | 05:22:49 | 0 | 0 | 00:00:00 | 00:00:00 |
| 7015 | Francis Williams | 02:30:16 | Busy NA | OUT OF O | 2000,2007 | 02:50:15 | 05:22:49 | 0 | 0 | 00:00:00 | 00:00:00 |
| 7016 | Julia Philips | 02:30:16 | Busy | | 2211,2201 | 02:30:15 | 05:22:49 | 0 | 0 | 00:00:00 | 00:00:00 |
| 7017 | Wenhe Garrison | 01:36:08 | Busy | | 2211,2201 | 00:04:54 | 01:38:06 | 0 | 0 | 00:04:38 | 00:04:38 |
| 7018 | John Godwin | 02:30:16 | Busy | | 2211,2201 | 00:04:53 | 05:22:49 | 0 | 0 | 00:04:38 | 00:04:38 |
| 7019 | Berry Baker | 02:30:16 | Free | | 2000 | 02:30:15 | 05:22:49 | 0 | 0 | 00:00:00 | 00:00:00 |
| 7020 | Brian Hagley | | Free | | 2211,2201 | 00:15:46 | 05:21:26 | 0 | 0 | 00:00:00 | 00:00:00 |
| 7021 | Oliver Marks | 01:07:57 | Free | | 2002,2202 | 00:02:35 | 01:07:55 | 0 | 0 | 00:00:00 | 00:00:00 |
| 7022 | Garry Taylor | 02:30:16 | Free | | 2002,2007 | 00:12:44 | 05:22:49 | 0 | 0 | 00:00:00 | 00:00:00 |
| 7023 | Dustin Dawson | 02:30:16 | Free | | 2000,2007 | 00:34:58 | 05:22:49 | 0 | 0 | 00:00:00 | 00:00:00 |
| 7024 | Ricky Smith | 00:30:44 | Free | | 2000,2003 | 00:15:53 | 00:36:42 | 0 | 0 | 00:00:00 | 00:00:00 |
| 7025 | Carmel Tucker | 02:30:16 | Free | | 2004 | 02:30:15 | 00:00:34 | 0 | 0 | 00:00:00 | 00:00:00 |

* Requires ACD Reporter licenses

Call & Status Control

Through the grid tiles, dashboard users have call and status control over devices on the system. Do-not-disturb and ACD status* can be controlled centrally, with the flexibility to log agents in/out of specific states. Users can make calls, clear call or move calls to new devices.



Key Benefits



Historical Reporting

- Can be quickly added to the existing MiVoice Office Application Suite installation with only a license upgrade
- Analyze inbound and outbound traffic to manage trunk usage
- Ensure any missed calls are highlighted and dealt with
- Monitor and manage individual / team performance
- Accurate call data assists with meeting customer service level targets
- Track each call's route through the telephone system with fully segmented call data

Real-Time Reporting

- Web Based – No client-side installation required
- Multi-platform – Access from Windows, Mac or Tablet/Phone
- Make real-time decisions based on live statistics
- Use alarms to gain attention when performance metrics fall below a required threshold

Additional Dashboard Features

- Access to multiple views that can be switched between
- See individual extension, call & trunk status on the available grids
- Call control; make calls, clear calls down or move calls between devices
- Status control; change do-not-disturb and/or agent status (requires ACD Reporter licenses)

Optional Licensing

DND Reporter

System-wide license required to store, process and report on do-not-disturb events. Once licensed, DND totals/times can be added to any statistic tile and summarized data can be added to extension grids.

ACD Reporter

A per agent license required to store, process and report on ACD status events. Once licensed, time in status/on duty and other ACD related statistics are available as well as the agent based grid. In addition, ACD status can be controlled by the user.

External Data Sources

A system-wide license that provides access to pull statistics from a ODBC or OLE DB compliant database. Using an external data sources, other key performance indicators can be added to the Wallboard/Dashboard and displayed alongside call and status statistics.

Operating System Requirements

Historical Reporting

- Windows 7, 8.1, 10 (Pro / Enterprise / Ultimate) 64-bit
- Windows Server 2008 SP2, 2008 R2, 2012, 2012 R2, 2016 (Standard / Enterprise / Datacenter) 64-bit
- VMWare and Hyper-V Environments Supported

Real-Time Reporting

- CPU: Intel Atom x5-Z8330 or better
- Memory: Minimum 2GB, Recommended 4 GB
- Network: IPv4 100Mb/1Gb LAN
- Hard Disk: Minimum 32 GB free space
- Video: Minimum DirectX v9 compatible graphics card with 120MB RAM
- Browser: Chrome or Firefox
- Tablet / Mobile: iPad 5 or later / iPhone 5s or later

Minimum Server Requirements*

- CPU: Intel dual core I3 @ 3.3GHz
- Ram: 4GB
- Network: Static MAC Address, IPv4, 100Mb/1Gb
- .NET Framework: 3.5 & 4.5.2
- Disk space (Data): 100GB + 1GB for each million call records

* Server requirements vary depending on which features of the MiVoice Office Application Suite are used. Please refer to the product documentation for more information.

* Each concurrent real-time user adds additional CPU & memory load on the server. Please refer to the technical manual for real-time server requirements to ensure the application suite can support the required number of real-time clients.

MiVoice Office 250 Requirements

- System OAI Call Control & 3rd Party Events enabled
- Mitel CT Gateway Required for Multi-Node implementations
- IP Based OAI connection
- MiVoice Office 250 Release 6.1 or higher

License Comparison

Historical Reporting

| | Features | Call Logging | Call Reporter |
|-----------------------|--|--------------|---------------|
| Call Lists | Provides lists of calls made | Yes | Yes |
| Call Summary | System overview of call traffic | Yes | Yes |
| Configuration Reports | List of devices and agents configured on the telephone system | Yes | Yes |
| Summarized Reports | Grouped reports providing summary information on call totals and times. Reports can be grouped by account code, DID/DDI extension, hunt group, phone number start time, trunk & user | No | Yes |

Real-Time Reporting

| | | Wallboard | Dashboard |
|--------------------|--|------------------------------|-----------|
| Views | A configurable collection of tiles which is completely customizable by the end user | 1 | Multiple |
| Single Statistic | Display 1 of 100s of statistics in text or gauge format | Yes | Yes |
| Multiple Statistic | Display multiple statistics in one of the following formats; cycling, list or primary/secondary | Cycling Only (2 Stats limit) | Yes |
| Ticker | Display multiple statistics on a scrolling ticker, which can be displayed at the top or bottom of the view. Limited to 1 per view. | Yes | Yes |
| Media | Display live/uploaded video or image files | Yes | Yes |
| Grid | Display status and summarized data by call, extension or trunk. Includes call and status control | No | Yes |
| Alarms | User configurable alarms to flash, change color, play sound or enlarge tiles to full screen | Yes | Yes |
| Global Variables | Display manually entered data such as targets or messages on statistic tiles | Yes | Yes |

Additional Licenses

| | | Call Reporter | Real-Time |
|-----------------------|--|--|--|
| ACD Reporter | A per agent license which enables the storing and processing of agent status information. | Provides access to data summarized by agent | Exposes the Agent Grid including status control. Enables summarized ACD information on statistic tiles |
| DND Reporter | A system-wide license which enables the storing and processing of do-not-disturb status information | Provides access to summarized and DND event data | Provides access to DND status and summarized data on grids & statistic tiles |
| External Data Sources | A system-wide license which enables access to retrieve statistics from external ODBC/OLE DB compliant databases. | N/A | Display data from an external database on single, multiple or ticker tiles |
| Scheduling | Schedule historical reports to run automatically and be delivered by email or to a network share | Enables scheduling of shared reports to all users given permission | N/A |