

MAF DMS™

A Quick Look

Headset and device management



What is it?

MAF DMS™ is a single solution delivering inventory, call quality details and management for your Jabra and Poly headsets. It can be used in conjunction with MAF ICIMS™ to link call details with your UC&C platform giving a unique 'end-to-end' representation of a call.



How can it help me?

MAF DMS™ simplifies the management of Jabra and Poly headsets delivering valuable insights into adoption and quality allowing trouble shooting of potential issues. It allows quick insights into your entire inventory of relevant headsets.

Monitor Call Quality

MAF DMS™ links the headset call to the UC&C platform quality information giving an insight into the quality of service for the call both at network and headset level.

Manage Resources

Use the bulk function of MAF DMS™ to speed up the tasks of updating device firmware and basic device settings whilst reducing the risk of human error

Increase User Adoption

Ensuring the highest levels of call quality, visibility of Non Approved Devices (NADs) and sight of when devices have been used will ensure that your UC&C strategies have been adopted.

Device Inventory

Quickly view the allocation of headsets across the organization including firmware versions associated with a user's device.

What's under the covers?

A simple to use solution, MAF DMS™ delivers daily visibility of headset use, quality and firmware via configurable dashboards. Device inventory, firmware versions and updates along with basic device settings are accessed via separate pages.

Dashboards

The dashboards give a snapshot view on a user specified date. The number and types of monitors can be defined and filters can be applied such as location or department. There are four monitor types showing device types being used, current levels of firmware, call quality of headsets including the UC&C call quality stats and the low performing device types.

Devices

The devices tab gives details for each employee including device vendor, device model number and firmware version, device ID, username, and when the device was first and last seen which indicates if the device is in use by the employee.

Firmware

In the firmware tab it is possible to view for each device the available firmware versions. You can add new firmware versions, assign firmware to devices and assign basic settings to devices.



Who we are

Formed in 2000, MAF InfoCom™ is a leading innovative technology provider with over 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™

Microsoft Teams Voice Recorder

MAF DMS™

Inventory Management for Headset and Devices

MAF QMS™

Microsoft Teams Call Queue Management System