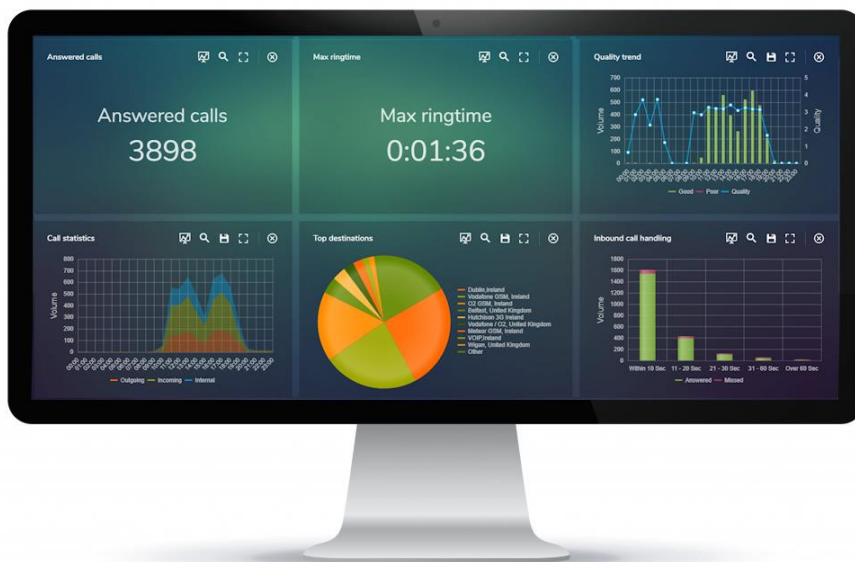


MAF ICIMS™

Calls Monitor Tutorial

Monitoring, Analytics
and Reporting for UC&C

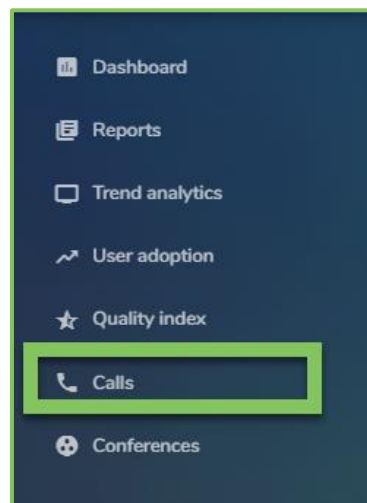


About

MAF ICIMS™ is a monitoring and reporting tool which delivers a 360-degree view of Unified Communications usage and associated costs. Trends in the usage of voice, video, IM, conferences, file transfers and application sharing can be tracked to highlight user acceptance, performance metrics and cost savings which enables more effective use of resources. The tool is easy to use, displaying information in a simple to view format suitable for use by any employee within an organization, removing the need for any time-consuming manual processes.

Accessing Calls Monitor

To access the monitor, simply choose Calls from the left side panel.

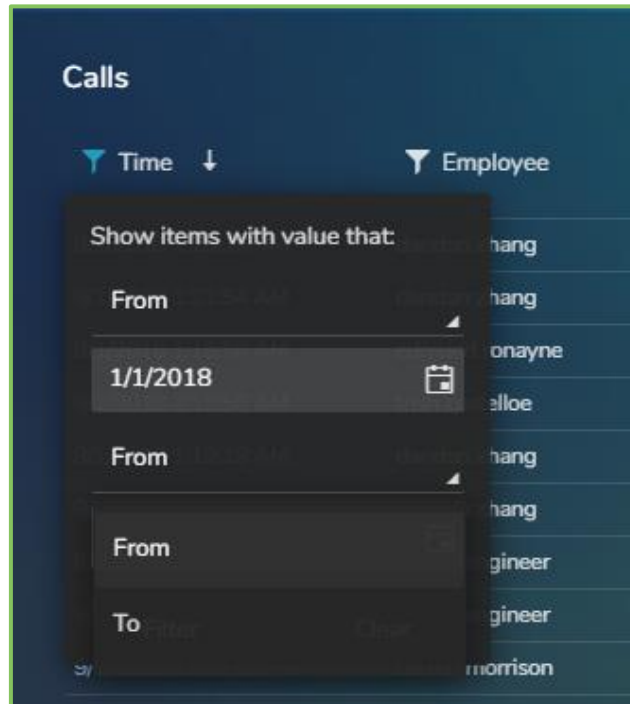


Calls

Calls sections displays a list with all the calls, in a detailed format for the last 7 days, by default

| Time | Employee | Organization unit | Number | Direction | Ringtime | Duration | Service type | Quality |
|----------------------|------------------------|-------------------|---------------------------------|-----------|----------|----------|--------------|---------|
| 9/1/2018 1:28:16 AM | dandan zhang | Support | +17165742658 | Out | 0:00:22 | 0:00:49 | Voice | Good |
| 9/1/2018 1:21:54 AM | dandan zhang | Support | +14046596500 | Out | 0:00:06 | 0:04:06 | Voice | Good |
| 9/1/2018 1:15:56 AM | edmund ronayne | VIP | tony.cordon@codesoftware.net | Internal | 0:00:00 | 0:02:01 | IM | Good |
| 9/1/2018 1:15:56 AM | trish costelloe | Sales | edmund.ronayne@codesoftware.net | Internal | 0:00:00 | 0:02:01 | IM | Good |
| 9/1/2018 1:12:19 AM | dandan zhang | Support | +14046596500 | Out | 0:00:07 | 0:09:18 | Voice | Good |
| 9/1/2018 1:08:49 AM | dandan zhang | Support | +14046596500 | Out | 0:00:06 | 0:02:56 | Voice | Good |
| 9/1/2018 1:01:05 AM | oncall_engineer | Marketing | +353866040481 | Out | 0:00:13 | 0:00:38 | Voice | Good |
| 9/1/2018 1:01:02 AM | oncall_engineer | Marketing | +353214615728 | In | 0:00:17 | 0:00:38 | Voice | Good |
| 9/1/2018 12:42:09 AM | darren moorison | Australia | +35316714444 | In | 0:00:02 | 0:00:00 | Voice | Good |
| 9/1/2018 12:42:08 AM | angus potterton | Accounting | +35316714444 | In | 0:00:04 | 0:00:58 | Voice | Good |
| 9/1/2018 12:35:11 AM | doug meads | Sales | nicola.kearney@codesoftware.net | Internal | 0:00:02 | 0:08:11 | Voice | Good |
| 9/1/2018 12:35:11 AM | nicola kearney | Accounting | doug.meads@codesoftware.net | Internal | 0:00:02 | 0:08:11 | Voice | Good |
| 9/1/2018 12:35:08 AM | nicola kearney | Accounting | doug.meads@codesoftware.net | Internal | 0:00:00 | 0:08:19 | IM | Good |
| 9/1/2018 12:35:08 AM | doug meads | Sales | nicola.kearney@codesoftware.net | Internal | 0:00:00 | 0:08:19 | IM | Good |
| 9/1/2018 12:34:43 AM | nicola kearney | Accounting | doug.meads@codesoftware.net | In | 0:00:20 | 0:00:32 | Voice | Good |
| 9/1/2018 12:34:32 AM | nicola kearney | Accounting | doug.meads@codesoftware.net | Internal | 0:00:05 | 0:10:00 | IM | Good |
| 9/1/2018 12:34:32 AM | doug meads | Sales | nicola.kearney@codesoftware.net | Internal | 0:00:05 | 0:10:00 | IM | Good |
| 9/1/2018 12:30:23 AM | nicola kearney | Accounting | Conf. Bridge | Internal | 0:00:00 | 0:00:08 | Voice | Good |
| 9/1/2018 12:30:22 AM | nicola kearney | Accounting | Conf. Bridge | In | 0:00:00 | 0:00:08 | Voice | Good |
| 9/1/2018 12:30:17 AM | nicola kearney | Accounting | Conf. Bridge | Internal | 0:00:00 | 0:00:14 | IM | Good |
| 9/1/2018 12:29:49 AM | ireland_dialin_in2tail | IT | nicola.kearney@codesoftware.net | In | 0:00:00 | 0:00:29 | Voice | Good |
| 9/1/2018 12:29:47 AM | sebastian wawrzyniak | Assistance | nicola.kearney@codesoftware.net | In | 0:00:00 | 0:00:02 | Voice | Good |

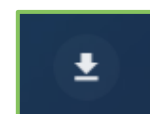
There is the option to apply filter: by time, employee, organization unit, dialed number, direction, service type and quality.



Clicking on the date and time will redirect into the call details page where all the information regarding caller and callee are displayed.

| Time | Employee | Organization unit |
|----------------------|-----------------|-------------------|
| 9/1/2018 1:28:16 AM | dandan zhang | Support |
| 9/1/2018 1:21:54 AM | dandan zhang | Support |
| 9/1/2018 1:15:56 AM | edmund ronayne | VIP |
| 9/1/2018 1:15:56 AM | trish costelloe | Sales |
| 9/1/2018 1:12:19 AM | dandan zhang | Support |
| 9/1/2018 1:08:49 AM | dandan zhang | Support |
| 9/1/2018 1:01:05 AM | oncall_engineer | Marketing |
| 9/1/2018 1:01:02 AM | oncall_engineer | Marketing |
| 9/1/2018 12:42:09 AM | darren morrison | Australia |
| 9/1/2018 12:42:08 AM | angus potterton | Accounting |
| 9/1/2018 12:35:11 AM | doug meads | Sales |

The report can be downloaded by clicking on the following icon:





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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