

Voice Management Suite v7



Call Accounting and Reporting for UCM

Cost Reallocation

Investigation

Hunt Groups

Engineering

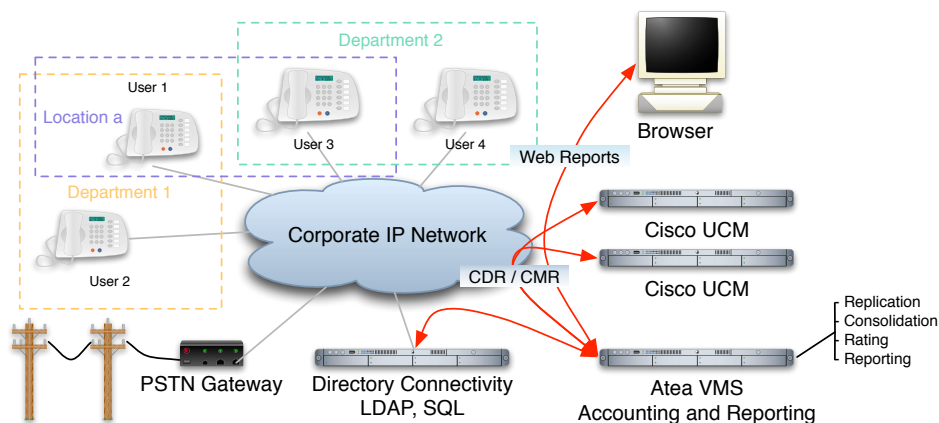
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The Atea Systems Accounting and Reporting Suite is a business tool which enables an organisation to use vital information from its telephony system. The Suite interacts with Cisco Unified Communications Manager (CUCM) to extract key data and then assemble it in a business usable format accessible from a browser.

This enables managers to:

- more accurately control and allocate the costs associated with a phone calls
- report on calls by extension, user or hunt group
- search for calls by specific numbers to support investigations into fraud
- review gateway, recording and quality performance across the IP voice network

Functional Overview:



How does it all work?

The Reporting Suite collects Call Detail Records (CDRs and CMRs) from one or a number of CUCMs. Every leg of a call is consolidated into a single call record and a rating is then assigned to it. Cross cluster calls are consolidated and matched to allow end to end reporting. Every call made is recorded and a charge allocated to it ensuring that every call is accurately costed and all calls are represented in the reporting database. The CDRs are readily available in a number of business friendly formats. Targeted information is easily obtainable to assist staff in making informed business decisions as the Atea Reporting Suite is very easy to use. Access to key information is no more difficult than operating a web page, giving it wide application across the organisation.

Voice Management Suite Features:

- Runs on Linux on VM appliance
- Specifically engineered for Cisco UCM
- Web based reporting on demand and scheduled
- Links extensions to users and departments and locations automatically
- Easy departmental cost allocation
- Accurate call detail generation
- Supports Multiple Clusters
- Reports can be output in Excel format
- Flexible and easy rating table editing
- Date range based reports
- Scheduled report emailing available
- Cost Accrual reports include:
 - Outgoing call costs by date range . .
 - Call summary by department
 - Call summary by user
 - Calls by user
 - Most expensive calls
- Investigation reports include:
 - Call reports by date range . .
 - Calls by number or range
 - Calls by extension or group
 - Frequently called numbers
 - Longest calls
- Hunt Group reports include:
 - Incoming call reports by date range . .
 - Hunt group statistics summary
 - Hunt group summary by agent
 - Hunt group calls by agent
 - Call leg drill down
- Engineering
 - MoS call summary
 - MoS call report
 - Recorded calls audit
- Utilises the Atea TSP architecture. (see below)

Example: Call Summary Report By Department

Welcome: ADMIN Logout

Cost Accrual Investigation Hunt Groups Engineering Settings

Call Cost Reports **Call Summary By Dept** Call Summary By User Calls By User Most Exp. Calls

Call Summary By Dept

* Start 01-JAN-2015 << >>
* End 07-NOV-2016 << >>
Rows 15 Go

Call Summary By Department

Department	International	National	Local	Mobile	Services	Other	Total
Consultancy	\$4.97	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4.97
No Dept	\$2.56	\$0.00	\$0.00	\$3.24	\$0.00	\$0.00	\$5.80
Sales	\$87.23	\$0.00	\$0.00	\$31.04	\$0.00	\$0.00	\$118.27
Software Development	\$76.49	\$0.00	\$0.00	\$31.41	\$0.00	\$0.00	\$107.90
Total	\$171.26	\$0.00	\$0.00	\$65.70	\$0.00	\$0.00	\$236.95

Download 1 - 4

Help

Cost Management, Allocation and Control:

Cost summaries can be grouped into business units, regions and individual calls. This allows for accurate internal cost allocation and budgeting. The user can drill down on departmental data to see the users call records for that department, and drill down even further to look at individual calls for the period.

Output reports can be downloaded in .csv format (see download button).

Different periods can be compared to allow tracking of cost reduction or to highlight problem areas.

Fraudulent use, changes in activity or anomalies in the telephone system are easily detectable once the data is clearly presented.

Example: Call Summary By User and Calls by User drill down

Welcome: ADMIN Logout

Cost Accrual Investigation Hunt Groups Engineering Settings

Call Cost Reports Call Summary By Dept **Call Summary By User** Calls By User Most Exp. Calls

Call Summary By Dept Call Summary By User

* Start 01-JAN-2015 << >>
* End 07-NOV-2016 << >>
Department Sales Rows 15 Go

Call Summary By User

User	International	National	Local	Mobile	Services	Other	Total
Murray, Andrew [andrew]	\$85.73	\$0.00	\$0.00	\$26.54	\$0.00	\$0.00	\$112.27
Gogan, Jeremy [jeremy]	\$0.90	\$0.00	\$0.00	\$0.95	\$0.00	\$0.00	\$1.85
Brown, Jamie [jamie]	\$0.60	\$0.00	\$0.00	\$3.56	\$0.00	\$0.00	\$4.16
Total	\$87.23	\$0.00	\$0.00	\$31.04	\$0.00	\$0.00	\$118.27

Download 1 - 3

Cost Accrual Investigation Hunt Groups Engineering Settings

Call Cost Reports Call Summary By Dept Call Summary By User **Calls By User** Most Exp. Calls

Call Summary By Dept Call Summary By User Calls By User

* Start 01-JAN-2015 << >>
* End 07-NOV-2016 << >>
User Murray, Andrew [andrew] Go

Q- Go Rows 1000 Actions

Datetime	Callingnumber	Callednumber	Connectednumber	Sum Duration	Last Duration	Leg Count	Destination	Call Type	Callicost
09-DEC-2015 14:13:45	41	10061477724214	10061477724214	00:00:42	00:00:42	1	Australia mobile	INTERNATIONAL	\$0.30
09-DEC-2015 15:05:31	41	43	43	00:02:01	00:02:01	1		Internal / Unrated	
10-DEC-2015 11:38:33	93022280	41	41	00:02:26	00:02:26	1		Internal / Unrated	
10-DEC-2015 13:49:21	41	43	43	00:02:27	00:02:27	1		Internal / Unrated	
10-DEC-2015 13:58:46	41	46	46	00:16:22	00:16:22	1		Internal / Unrated	
10-DEC-2015 14:06:36	41	47	47	00:00:16	00:00:16	1		Internal / Unrated	
10-DEC-2015 14:15:25	41	47	47	00:03:36	00:03:36	1		Internal / Unrated	
10-DEC-2015 15:02:47	41	10019179751290	10019179751290	00:18:10	00:18:10	1	USA and Canada	INTERNATIONAL	\$0.55
10-DEC-2015 15:06:25	43	41	9997	00:00:07	00:00:07	1		Internal / Unrated	
10-DEC-2015 15:34:02	41	47	47	00:05:21	00:05:21	1		Internal / Unrated	
10-DEC-2015 15:40:48	41	19757833	19757833	00:00:08	00:00:08	1		Internal / Unrated	
10-DEC-2015 15:42:53	41	19757833	19757833	00:05:25	00:05:25	1		Internal / Unrated	

Example: Hunt Group Stats

Cost Accrual Investigation **Hunt Groups** Engineering Settings

Hunt Groups **Hunt Group Stats** Hunt Group Stats By Agent

Hunt Group Statistics

Start Date 01-JAN-2015 << >>
End Date 07-NOV-2016 << >>
TTA SLA (Sec) 20 Go

Historical Statistics

Queue	Extension	Total In	Total Dur	Avg Dur	SLA Met	Avg Wait Time	Max Wait Time	Total Wait Time	Queued	Diverted	Abandoned
Support	9141	74	01:01:30	00:00:49	14	00:00:08	00:00:44	00:10:25	0		48
Sales	9140	84	01:44:14	00:01:14	7	00:00:14	00:01:43	00:20:10	0	1	47
HP 972	+972	12	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	0		12
HP 971	971	75	00:17:03	00:00:13	14	00:00:13	00:02:44	00:16:34	2	1	44
HP 970	970	14	00:01:36	00:00:06	0	00:00:01	00:00:25	00:00:25	0		13
9999	9999	908	07:34:59	00:00:30	758	00:00:10	00:01:43	02:35:07	0	18	83
9971	9971	1	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	0		1
973	973	1	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	0		1
972	972	5	00:00:03	00:00:00	1	00:00:00	00:00:02	00:00:02	0		4
9141	9141	2	00:00:49	00:00:24	0	00:00:21	00:00:42	00:00:42	0		1

Download

Hunt Group Reporting

These reports allow managers to measure staff performance by providing accurate data on ring / wait times, abandoned calls, number of calls received / made and calls forwarded. This information can be used to enhance customer satisfaction. Information is readily available at key telephone points across the organisation such as branch offices, reception, sales staff etc.

Example: Mean Opinion Score (MoS) reporting

Cost AccrualInvestigationHunt GroupsEngineeringSettings

EngineeringMOS Call SummaryMOS Call ReportRecorded Calls

MLQK (MOS) Call Summary

Start Date17-JUL-2016

End Date31-JUL-2016

Stat RequiredMinimum

Go

Call MOS (MLQK) Summary

Day	Below 2.8	2.8 - 3.0	3.0 - 3.2	3.2 - 3.4	3.4 - 3.6	3.6 - 3.8	3.8 - 4.0	4.0 - 4.2	4.2 - 4.4	Above 4.4
17-JUL-2016	0	0	0	0	0	0	0	2	0	0
18-JUL-2016	0	0	1	0	0	0	6	20	2	2
19-JUL-2016	0	0	0	0	0	0	1	6	2	51
20-JUL-2016	0	0	0	0	0	0	0	0	5	13
21-JUL-2016	0	0	0	0	0	0	0	0	1	12
22-JUL-2016	0	0	1	0	0	0	0	0	1	35
23-JUL-2016	0	0	0	0	0	0	0	1	0	0
24-JUL-2016	0	0	0	0	0	0	0	0	0	62
25-JUL-2016	0	0	0	0	1	0	1	4	3	129
26-JUL-2016	0	0	0	1	0	1	2	1	3	109
27-JUL-2016	7	0	1	0	0	0	0	0	2	123

Cost AccrualInvestigationHunt GroupsEngineeringSettings

EngineeringMOS Call SummaryMOS Call ReportRecorded Calls

MLQK (MOS) Call SummaryQOS Calls Report

Day18-JUL-2016

Stat RequiredMinimum

Target MLQK4.0

Rows5000

Go

Call MOS (MLQK) Summary

Date/Time	Calling Number	Called Number	Connected Number	Duration	Orig Device	Dest Device	MLQK
18-JUL-2016 09:25:35	43434	1015	1015	10	ict-prod9	SEP000DE6C47BC	4.1
18-JUL-2016 10:17:44	43434	1015	1015	20	ict-prod9	SEP000DE6C47BC	4.1
18-JUL-2016 10:40:22	43434	1015	1015	20	ict-prod9	SEP000DE6C47BC	4.1
18-JUL-2016 10:58:33	43434	1015	1015	21	ict-prod9	SEP000DE6C47BC	4.1
18-JUL-2016 11:32:00	43434	1015	1015	10	ict-prod9	SEP000DE6C47BC	4.1
18-JUL-2016 12:10:28	43434	1015	1015	11	ict-prod9	SEP000DE6C47BC	4.1
18-JUL-2016 12:18:56	43434	1015	1015	10	ict-prod9	SEP000DE6C47BC	4.1
18-JUL-2016 12:29:06	43434	1015	1015	11	ict-prod9	SEP000DE6C47BC	4.1
18-JUL-2016 12:31:53	43434	1015	1015	11	ict-prod9	SEP000DE6C47BC	4.1
18-JUL-2016 14:25:12	43434	1015	1015	10	ict-prod9	SEP000DE6C47BC	4.1
18-JUL-2016 14:32:21	43434	1015	1015	10	ict-prod9	SEP000DE6C47BC	4.1

Mean Opinion Score reports:

Atea Systems added detailed Mean Opinion Score (MOS) reporting to the VMS suite of voice reporting applications for Cisco UCM. The MOS reports allows a user to monitor voice quality from the network. It displays all calls in a chart of scores against days and allows a user to zoom down to specific calls and call legs to identify what is causing the poor call quality.

Example: Number Range Report

Cost AccrualInvestigationHunt GroupsEngineeringSettings

InvestigationCalls By Num RangeLongest CallsFreq. Dialed NumsCalls By Extension Range

Calls By Number Range

Start Date01-APR-2015

End Date09-NOV-2016

Number Range21774131

Row

Calls By Number Range

Date/Time	Calling Number	Calling User	Cal Number	Connected Number	Connected User	Duration	Leg Count
05-FEB-2016 10:50:30	21774131		43	Katene, Callum [callum]	9997	00:00:30	1
26-FEB-2016 16:03:09	21774131		43	Katene, Callum [callum]	9997	00:00:19	1
09-MAR-2016 19:07:32	21774131		43	Katene, Callum [callum]	9997	00:02:20	1
18-MAR-2016 16:16:54	21774131		42	Gogan, Jeremy [jeremy]	9997	00:00:03	1
18-APR-2016 15:13:20	21774131		41	Murray, Andrew [andrew]	9997	00:00:30	1
19-APR-2016 11:53:38	21774131		41	Murray, Andrew [andrew]	41	00:00:00	1
02-MAY-2016 10:32:21	21774131		42	Gogan, Jeremy [jeremy]	42	00:01:05	1
13-MAY-2016 15:52:40	21774131		42	Gogan, Jeremy [jeremy]	42	00:05:04	1
30-MAY-2016 14:04:02	21774131		41	Murray, Andrew [andrew]	41	00:00:00	1

Number Range report:

The Number Range Report allows the user to search for a number, a list of numbers, or a range of numbers that were called or were calling across a period of time. The report is often used to understand usage patterns, timings and call parties during investigations.

Example: Extension Range Report

Cost AccrualInvestigationHunt GroupsEngineeringSettings

InvestigationCalls By Num RangeLongest CallsFreq. Dialed NumsCalls By Extension Range

Calls By Extension Statistics

Start Date01-JUL-2015

End Date09-NOV-2016

TTA SLA (Sec)20

Extension ListCallum's List

Go

Call Statistics By Extension

Extension	Total In	Total In Dur	Avg In Dur	SLA Met	Abandoned	Avg Wait Time	Max Wait Time	Total Wait Time	Total Out	Avg Out Dur	Total Out Dur
41	583	12:41:22	00:03:46	513	70	00:00:04	00:06:35	00:44:26	1612	00:04:04	13:39:35
43	708	20:59:26	00:01:46	635	71	00:00:09	00:36:28	01:57:48	1687	00:01:51	04:13:58
44	452	13:08:12	00:01:44	400	52	00:00:07	00:00:19	00:57:20	428	00:02:54	20:41:18
45	398	19:31:27	00:02:56	352	46	00:00:03	00:00:19	00:26:22	546	00:01:41	15:24:03
46	1014	02:40:33	00:01:34	870	136	00:00:07	00:08:21	02:01:45	697	00:01:57	22:49:14
47	313	20:36:17	00:03:56	240	54	00:00:09	00:11:21	00:50:45	428	00:04:05	05:11:18
49	279	11:16:34	00:02:25	255	21	00:00:43	00:46:45	03:20:53	523	00:03:44	08:32:56

Extension List Report:

This flexible report allows users to create lists of extensions to be reporting on and summarised across a period of time. For example you may want to run a monthly report showing how many calls were made and received for a particular branch office of sales team.

Atea Telephony Services Platform (TSP) and applications:

The Atea TSP is a flexible applications platform designed especially for the telephony environment. It allows Atea to write applications fast, and the customers to enjoy a single server architecture capable of running a number of different applications to enhance the value of an IP telephony network. These applications include:

Service Centre Manager: The Atea SCM application provides real time and historical reporting, agent and queue management and voice recording for users of UCM hunt groups and queues. The system allows supervisors to be created for groups of queues and agents to allow them to closely monitor call handling and adjust queues as appropriate to help promote better customer call management.

Contained Front End / CAPSL: The Atea CFE application allows a tightly controlled set of tasks to be assigned to groups of users that you normally wouldn't provide Call Manager supervisory access to. By providing very granular control of the activities assigned through a web based front end, simple tasks can be taken from highly paid technicians and given to local staff.

CAPSL automates the process by using the AD to drive adds, moves and changes into the UCM. The same templates are used with CAPSL writing automatically generated extension numbers back to AD once allocated.

Call Monitoring and Recording: This application allows IP phones calls to be recorded and archived. There are flexible recording options allowing any combination of record all, record on demand or monitor and record to be assigned to phones or phone groups. The systems is low cost per device and can be centralised or distributed depending on the services required and network topology.

Phone Messenger/Pager: Enables messages and pages to be sent to IP phone screens, individually or as groups. Messages or files are sent via a security enable web page. Pages are sent directly from authorised phones.