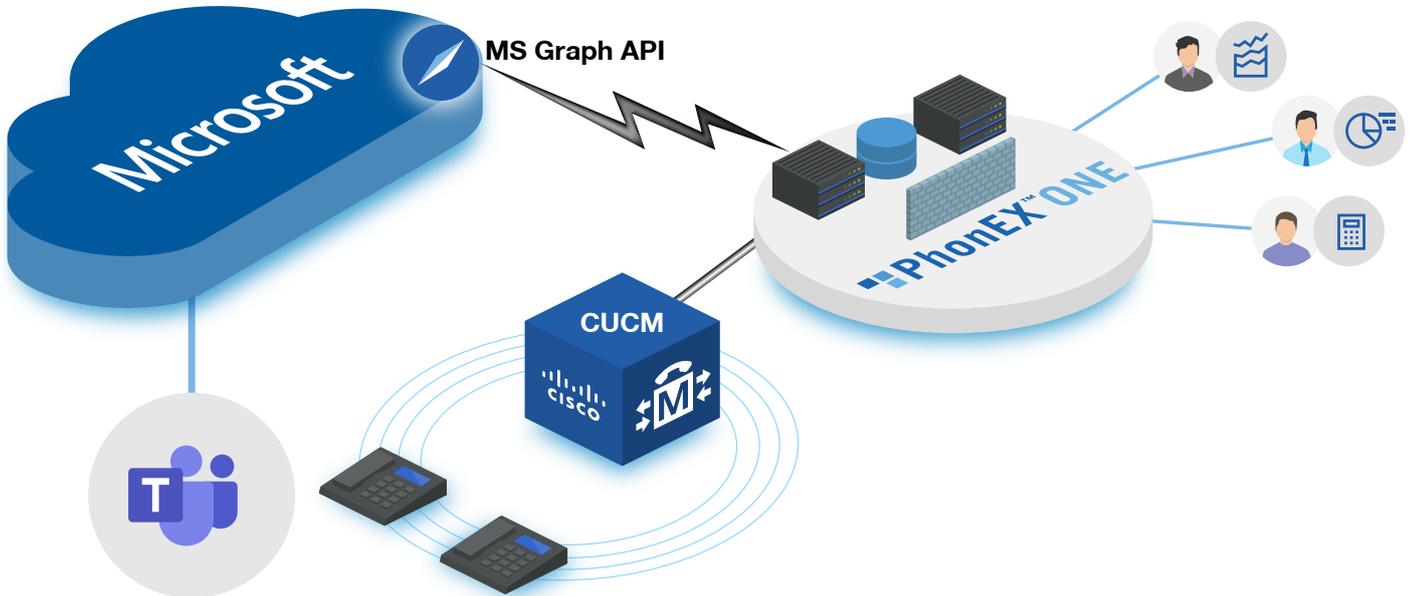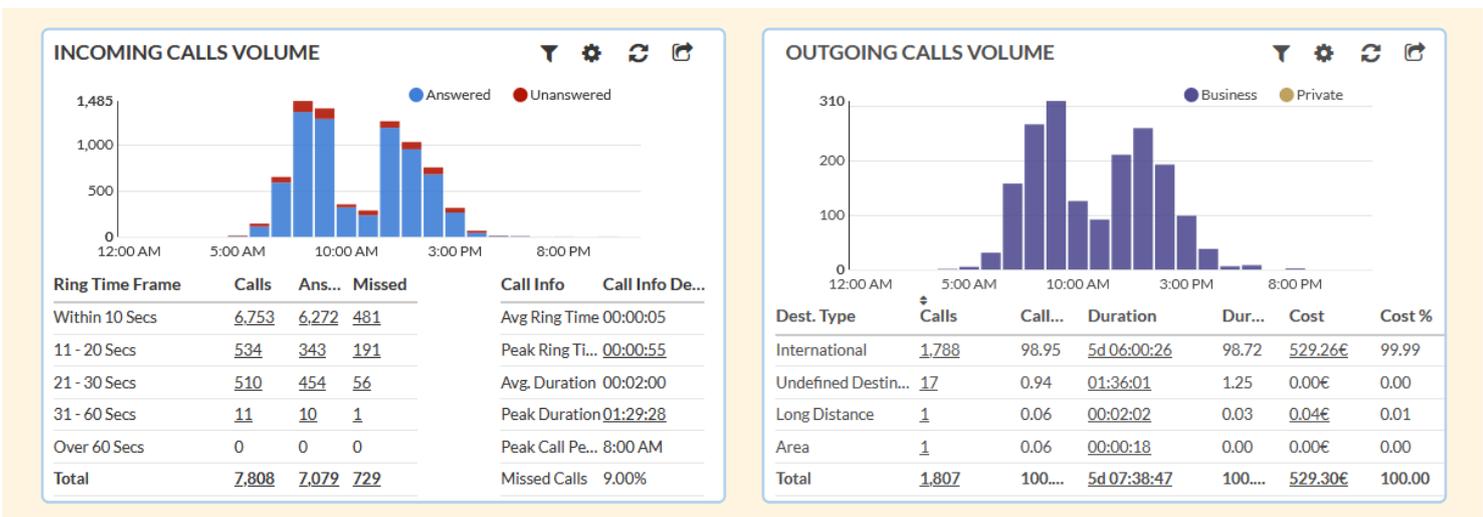# PhonEX ONE UC Analytics for Microsoft Teams Users and All IP-PBXs
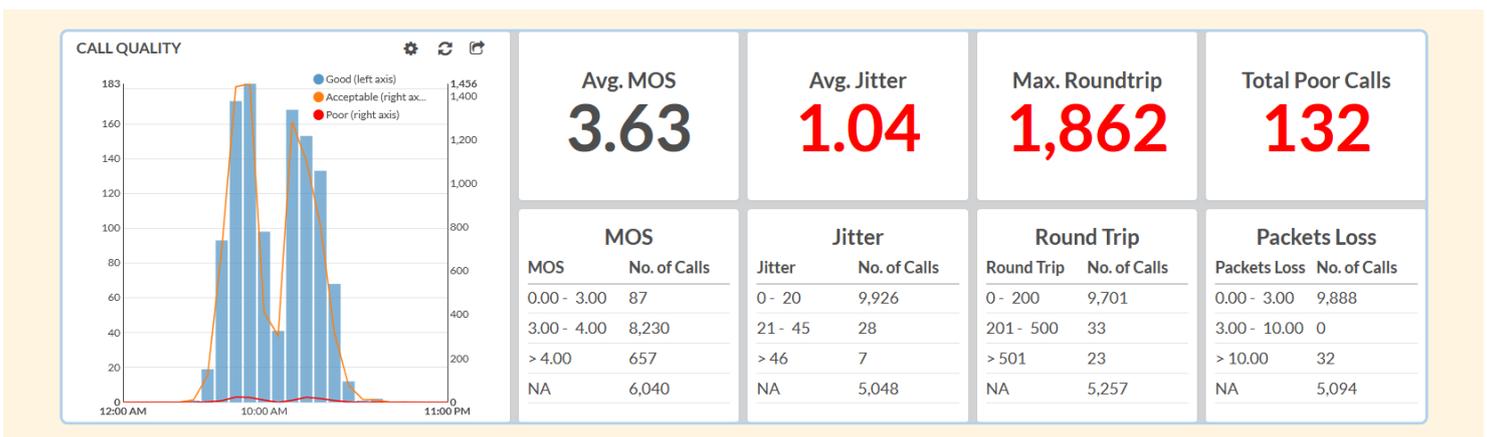

PhonEX ONE is the first mover that has been integrated with the MS Teams using the online **Microsoft Graph API**. MIND is proud to have developed a MS Teams Collector application for synchronizing the MS Teams users and processing the CDRs that are pushed via the Microsoft Graph API. Our integration enables the monitoring of the incoming and outgoing call volumes; statistical response for ring time; call duration statistics and costs for the calls that are made including the capability to assess the quality of the calls.

The PhonEX ONE UC analytics supports a real-time wallboard utilizing widgets to display in near real time the **KPIs** mainly; number of calls received; answered and unanswered calls; a breakdown of the ring time to segments, e.g. less than 10 seconds, 30 seconds, etc. to identify spikes in the SLA; the average ring\wait time; peak ring\wait time; and the average and peak call duration for the displayed period. The call handling encompasses information on your organizations' **responsiveness to your customers**. An unanswered call is a missed opportunity potentially…

INCOMING CALLS VOLUME

Ring Time Frame	Calls	Ans...	Missed		Call Info	Call Info De...
Within 10 Secs	6,753	6,272	481		Avg Ring Time	00:00:05
11 - 20 Secs	534	343	191		Peak Ring Ti...	00:00:55
21 - 30 Secs	510	454	56		Avg. Duration	00:02:00
31 - 60 Secs	11	10	1		Peak Duration	01:29:28
Over 60 Secs	0	0	0		Peak Call Pe...	8:00 AM
Total	7,808	7,079	729		Missed Calls	9.00%

OUTGOING CALLS VOLUME

Dest. Type	Calls	Call...	Duration	Dur...	Cost	Cost %
International	1,788	98.95	5d 06:00:26	98.72	529.26€	99.99
Undefined Destin...	17	0.94	01:36:01	1.25	0.00€	0.00
Long Distance	1	0.06	00:02:02	0.03	0.04€	0.01
Area	1	0.06	00:00:18	0.00	0.00€	0.00
Total	1,807	100...	5d 07:38:47	100...	529.30€	100.00

For the outgoing calls volume, the system provides a widget with a breakdown of the call accounting (billing) per destination type of the number of calls, duration, and cost. Furthermore the user can click on the line item whereas the system will automatically generate a detailed report per call. This creates cost consciousness by the users to optimize their calls to expensive destinations.

■ All of this provides a near real-time visualization of the organization **telephony and communication performance** utilizing our wallboard widgets displaying graphical bar charts and compacted statistics in near real-time. The widgets are easily set by each user on a self-configured wallboard allowing drag & drop to a position, automated resize operations and color modifications with a click of a button.

■ Consolidated PBXs compatibility: PhonEX ONE has certified integrations with all of the leading PBX vendors: Cisco UCM, Avaya, Mitel, NEC, Alcatel, Samsung, Siemens, Huawei and many more IP-PBXs\PABXs. This enables **deploying a hybrid environment** whereas there is the MS Teams along with the traditional IP-PBX for external calling for example.

■ PhonEX ONE **is User centric** making it a central point with one consolidated report used to monitor an individual's calls activity regardless of device and service to monitor the voice traffic both on the MS Teams and the existing UC system or IP-PBX, and other external CDR sources.

■ In the new normal, working from home takes center stage and having a distributed work force using collaboration apps becomes more challenging in keeping the team organized and focused at it's top **excellence of responsiveness**.

■ PhonEX ONE is an essential management tool that drives it's input from the telephony usage across any device to run a performance report on each department or site in the organization, whereas you can see all the calls breakdown summary statistics and drilling down to the individual user\extension\device. Creating an awareness is the first step in controlling expenditures and **motivating productivity**. In order to manage you need a tool to measure it.

■ Microsoft Teams generates vast amounts of valuable data about calls. When this is complimented by the PhonEX ONE analytics it enables the organization to analyze the traffic behavior across the organization and from/to outside the organization, identifying trends and focusing on the **intensive business areas** by using specialized PhonEX ONE reports. This enables to drive productivity and efficiency by fine tuning the resources allocation, updating areas of responsibility, and easily interpret the key data from your Microsoft Teams usage into patterns to pinpoint the areas requiring improvement.

CALL QUALITY		Avg. MOS	Avg. Jitter	Max. Roundtrip	Total Poor Calls
		3.63	**1.04**	**1,862**	**132**

MOS		Jitter		Round Trip		Packets Loss	
MOS	No. of Calls	Jitter	No. of Calls	Round Trip	No. of Calls	Packets Loss	No. of Calls
0.00 - 3.00	87	0 - 20	9,926	0 - 200	9,701	0.00 - 3.00	9,888
3.00 - 4.00	8,230	21 - 45	28	201 - 500	33	3.00 - 10.00	0
> 4.00	657	> 46	7	> 501	23	> 10.00	32
NA	6,040	NA	5,048	NA	5,257	NA	5,094

■ The **Call Quality** Dashboard widgets make it faster and easier than ever for system administrators to pinpoint spikes of choppy communication and identify problem areas. The PhonEX ONE's flexible reporting interface provides the ability to generate reports with a drill down to identify the individual calls that consists of poor call quality down to the device or GW level.

■ PhonEX ONE's call quality monitoring options measure the end-user experience (QoS and QoE) in order to be accurately informed about the internal/ external communication quality. The Call quality monitoring is classified by the: **Packet loss**, **Jitter**, **Latency**, **Round trip** and **MOS**. A dedicated built-in interface is also offered for configuring the thresholds to be used for classifying audio calls as: good, acceptable or poor (based on existing RFC/ ITU recommendations)

Our seamless implementation starts with registering in the Azure portal the PhonEX ONE's plug-in designated MS Teams Collector along with the necessary API permissions and it is deployed in the Internet Information Services (IIS) Manager. Afterwards, the user can make the necessary configurations in the PhonEX ONE application.

PhonEX ONE is capable of exporting all report types, charts, and widget statistics to **Microsoft Teams channels** as part of its ever-growing capabilities of data analysis. Perfectly integrated with PhonEX ONE's already present exporting tools, this function helps you send UC metrics widgets charts and reports, for further analysis to specific Microsoft Teams channel(s) directly from the application interface. A message can also be associated with the exported data. Our inherent capability is a further indication having a native integration as PhonEX ONE is in the forefront as a **genuine MS Teams partner**.

PhonEX ONE records each CDR and assigns it to a user, **rating instantaneously** according to the tariff and currency. This provides indication in near real-time on misuse or abuse or when the credit limit threshold is exceeded.

Credit limit: the Budget module controls the settings of a credit limit value per extension and once exceeded will auto-bar the extension's outgoing calls allowing emergency calls only and\or swapping to a limited dial plan.

Guard: this module enables the detection of potential fraud in the network or exaggerated misuse, which triggers alerts whenever the predefined thresholds are exceeded e.g. unusual international calls or high traffic on weekends, dialing VAS numbers…

The Traffic module provides analytics on the **peak load of concurrent calls** and the average calls over a full month, year, or any chosen date range in a configurable resolution of the time segments breakdown, default is hourly.

Costs allocation across the organization hierarchy: Aggregates the entire telephony usage and communications costs based on the actual consumption per employee(s) per Site\Department\Division, etc., into a summary breakdown for cost allocation to the relevant cost center.

PhonEX ONE incorporates a reliable and scalable architecture from a single site to monitoring call traffic in a **multi-site** worldwide spread organization, as the system is multilingual and multicurrency. Multi-level policy rights, allowing managers to run company wide, location or department reports while isolating the user's access per site or employees can only view their personal data.

Report builder: the front-end highlight is the user friendly intuitive Query template where the users independently create reports according to their specific needs using a myriad of GUI parameters for selecting the fields, sorts and summarizes data from the individual user up through the organization hierarchy; and formats the reports output. All of the reports template settings can be saved.

Company References and Strategic Partners

Established in 1995, MIND CTI is a public company (Nasdaq: MNDO) headquartered in Israel, and supports its global customer base from offices in Israel and Europe.

MIND has over 20,000 installations in more than 45 countries covering government agencies, UN and NGOs, universities, financial institutions, telecom and manufacturing industries.

Certifications

CISCO Partner

CISCO Compatible

Microsoft

AVAYA

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