

MiVoice Office Call Reporter 5.1 Sales Engineer/Pre-Sales Guide

Product Overview

MiVoice Office Call Reporter is a module of the MiVoice Office Application Suite. The solution provides historical call reporting & real-time statistics, presented to the user through the MiVoice Office Application Suite website.

Key Features & Benefits

The following features describe the benefits to the customer of running a MiVoice Office Call Reporter solution. The information provided here can be used to show the flexibility of the solution and provide help when comparing against competing platforms:

Integrated Platform

The solution is integrated into the MiVoice Office Application Suite, which provides many benefits, including:

- Single server installation, reduced cost of ownership, one system to install and maintain.
- Single user account to access all Application Suite components (Active Directory linked with automated sign on)

Fully Featured Web-based Interface

User access to the reporting is through the MiVoice Office Application Suite website, no client-side installation is required. Permission to access reporting, sharing features and scheduling can be controlled through user roles.

'Live' Real-Time Statistics

Real-Time Wallboard and dashboard interfaces display live call and status information, showing calls that are in progress or currently queueing. This allows changes to be made to improve performance and not just review it after the event.

Advanced Filtering

All possible call information is stored in the call database (both internal and external call), including but not limited to *DID, Caller ID, Agent ID, Hunt Group, Time of call and Extension*. In addition, each time a call is answered by a different extension on the telephone system, it is segmented as a separate row in the database. This allows users to see all call segments as a call is transferred around a business.

Shared Filters & Reports

Users have their own set of reports and filters which are separate to other users. With permission, users can create shared copies of filters and reports for other users to see and use.

Service Based Scheduling Engine

The built-in scheduling engine allows users to have reports delivered on a regular basis, either by email or copied to a network share.

Licensing

The following license types control access to MiVoice Office Call Reporter features:

- Call Logging – Site-wide option
- Call Reporter – Licensed by the number of extensions on the PBX
- Reporter Scheduler – Site-wide option
- DND Reporter – Site-wide option for DND statistics
- ACD Reporter – Per agent option for ACD statistics
- Real-Time Wallboard – Single view real-time interface targeted at office wallboards
- Real-Time Dashboard – Multi view real-time interface for supervisors
- External Data Sources – Display non-telephony stats on a real-time wallboard/dashboard

Access to the Personal Wallboard real-time reporting is through the toolbar feature of Phone Manager Desktop. To access the personal wallboard statistics, the following licenses are required:

- Phone Manager Desktop Professional or Team Leader
- ACD Reporting

These licenses are required for each user wishing to view personal wallboard statistics.



Note

ACD Reporter, Real-Time Wallboard & Real-Time Dashboard are all licensed on concurrent logged in agents/users.



Note

Call Reporter licenses are a pre-requisite to Real-Time Wallboard & Real-Time Dashboard licenses.

Historical Reporting

Call Logging

The *Call Logging* license is a site-wide license that gives the user access to two types of call reports:

- Call Lists (both segmented and un-segmented)
- Configuration Reports (Extension, DID, Trunk)

All reports can be filtered by call information or date and time using personal or shared filters. Available reports:

- Call List General
- Invalid Dialed Numbers
- Lost Calls
- Unreturned Lost Calls
- Trunk to Trunk Calls
- ACD Agent List
- DID Number List
- Device List
- Trunk List



Note

Call Lists are limited to showing a maximum of 5000 records when displayed on the website. To access more data, the Scheduling feature must be used.

Call Reporter

The *Call Reporter* license expands on this functionality to provide the user access to grouped reports with which they can analyze call traffic in detail. The solution provides templates that group the reports by:

- Account Code
- Agent*
- DID/DDI
- Extension
- Start Time
- Telephone Number
- Trunk
- User

* Requires ACD Reporter licenses

Call reporter is licensed by the number of extensions programmed on the telephone system. It is split into three break points:

- 16 Extensions or fewer
- 32 Extensions or fewer
- Site-wide

All digital, IP, SIP and analogue extension will be counted when calculating the Call Reporter license band. Phantom and Hot Desk Profiles are not counted.



Note

The Call Logging license is a pre-requisite to Call Reporter licenses.

Scheduling

The 'Scheduling' license is a one-off license that gives users access to schedule any of the reports. The scheduler runs as a service and will run one or more reports and deliver them in either of the following ways:

- Email
- Network Share delivery

Call Reporter licenses are not required to use scheduling. However, if a customer only has Call Logging licenses then they will only be able to schedule Call List reports.

Real-Time Reporting

MiVoice Office Call Reporter provides live call and status information through three different Real-Time interfaces:

- Real-Time Wallboard
- Real-Time Dashboard
- Personal Wallboard

Real-Time Wallboard/Dashboard are accessible through the MiVoice Office Application Suite interface from a range of supported browsers. Real-Time licenses are consumed on a concurrent connection basis and can be shared between users. Personal Wallboard is accessed through Phone Manager Professional using a centrally configured toolbar.

Real-Time Wallboard

The wallboard is designed to be display statistics and KPIs in way that is visible to many people within an organization. Each wallboard license gives access to a single real-time view which can be customized with the following tiles types:

- Statistic Tiles (Single or Dual Stat Cycling)
- Media Tiles (Videos and/or Images)
- Ticker (Cycle through up to 20 different statistics. Only 1 Ticker can be added)

Alarm thresholds can be set on any tile statistic to perform one or more of the following tasks:

- Flash a tile
- Change background/text color
- Make the tile full screen
- Play a sound
- Send an Email
- Display the tile on a 6900 phone

Real-Time Dashboard

The dashboard is designed to be used by a supervisor to monitor performance of the system as well as individual devices/agents*. In addition to the features available on the Real-Time Wallboard, the following features are also available:

- Multi-Statistic Tiles (List & Primary/Secondary)
- Grids (Agent*, Call, Extension, Hunt Group* & Trunk)
- Call Control (Make Calls, Clear Calls, Move Calls or Silent Monitor)
- Status Control (Control DND status and or ACD Status* centrally)

Users can be assigned access to either a wallboard or dashboard license.

*Requires ACD Reporter licenses.



Note

For more information on Real-Time Wallboard & Dashboard features, please refer to the MiVoice Office Call Reporter – Real-Time Datasheet.

Global Variables

Access to global variables is provided with all real-time licenses. Global variables provide a way to manually enter statistics/information that can be displayed on a real-time view. The following is an example of common uses for global variables:

- Display a welcome message for clients
- Display an important message for staff to read or a target for the day
- Display manually updated statistics such as sales revenue

Global variables are configured centrally and can then be added to one or more tiles on any real-time view. Global variables can be added to tickers, single and multiple statistic tiles.

External Data Sources

This optional license can be used to display statistics from an external ODBC or OLE DB compliant database. This provides a way to display KPIs on the wallboard/dashboard other than telephony statistics. Common uses include displaying sales information, targets or support statistics.

Data from external sources can be queried on a regular interval to automatically keep it up to date (minimum interval is 1 minute). The data can then be added to any ticker, single or multiple statistic tile on any real-time view.



Note

Professional services are available with configuring SQL scripts for external data sources. For more information, contact your Mitel sales representative.

DND/ACD Reporting

DND reporting and ACD reporting license are bolt-on license that open up additional functionality for both historical and real-time reporting.

The DND reporting license is a system-wide license that turns on the historical and real-time logging of DND state changes. DND time in status columns and detailed state change reports are enabled with this license.

The ACD reporting license is a per agent license that turns on the historical and real-time logging of ACD stat changes. ACD time in status columns and detailed state change reports are enabled with this license. Access to the agent grid and 3rd party control of agents is also enabled with this license. If no ACD reporting license is available to consume when an agent logs on, no historical or real-time information about the agent will be stored/displayed.

Multi-Node Considerations

If the MiVoice Office Application Suite is connected to multiple MiVoice Office 250 Nodes via a CT Gateway, a multi-site license must be purchased to use the Call Reporting features. In addition, the number of extensions configured across all nodes will be counted. Take this into account when deciding on the number of reporting device licenses is required.

Real-Time Wallboard on Amazon FireTV

The Real-Time Wallboard can now be viewed* through a dedicated Amazon FireTV application. This is an ideal solution for viewing the wallboard on a television within an office environment. It removes the need for a dedicated computer and simplifies the installation process.

The application is free to download. After installation it will automatically broadcast and locate the MiVoice Office Application Suite server. Once it has been successfully linked to a user account using a simple process, it will display the real-time view configured for that user.

Amazon FireTV Requirements

The following list are the minimum requirements for the hardware required to run the Real-Time Wallboard application on a FireTV:

- FireTV 4K (3rd or 4th Generation)
- FireTV OS 6 or higher
- Mains USB Power
- Wi-Fi access is required (or optional FireTV Ethernet Adaptor)
- TV must meet FireTV requirements (HDMI input, 1080 resolution etc.)



Note

* The Real-Time Wallboard FireTV application can be used to view a wallboard but not to configure a wallboard. The wallboard must be pre-configured from a computer using a supported browser.

Personal Wallboard

As of MiVoice Office Application Suite 5.1 SP1, a new Personal Wallboard feature is available within Phone Manager Desktop. This can provide Phone Manager Desktop users with up to 10 statistics filtered to their specific agent.

To access the personal wallboard, each user must have either a Professional or Team Leader license along with an ACD Reporting license.

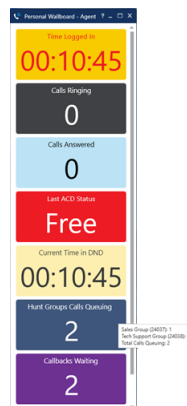
Personal Wallboard Features

Each user can be assigned up to 10 personal statistics which can be customized with different foreground and background colors, labels and even alarms to flash or change the color of tiles.

Personal Wallboard tiles are displayed on the Phone Manager Toolbar and can be manually placed or docked to side or top of the user's windows desktop screen.

The following statistics can be added to a personal wallboard tile:

- Agent Statistics, filtered to the logged in Agent (Including Time on Duty, Calls Taken, Time in Status, Time in DND etc.)
- Global Variables (Manually configured tiles to show targets or messages)
- External Data Sources (Any of the centrally configured external data sources)



Parts & SWAS

The following part numbers are used to quote/order a MiVoice Office Call Reporter solution for any MiVoice Office Application Suite system running release 5.0 or higher.

Part Number	Description
51307459	MiVoice Office Call Reporter – Real-Time Pack <ul style="list-style-type: none"> • <i>MiVoice Office Call Logging (51306144)</i> • <i>MiVoice Office Call Reporter up to 16 Extensions (51306146)</i> • <i>MiVoice Office Real-Time Wallboard (51306877)</i> • <i>MiVoice Office Call Reporter – DND Reporter (51306880)</i> • <i>MiVoice Office Report Scheduling (51306145)</i>
51307460	MiVoice Office Call Reporter – Real-Time ACD Pack <ul style="list-style-type: none"> • <i>MiVoice Office Call Logging (51306144)</i> • <i>MiVoice Office Call Reporter up to 16 Extensions (51306146)</i> • <i>MiVoice Office Call Reporter Upgrade 17 to 32 Extensions (51306147)</i> • <i>MiVoice Office Real-Time Wallboard (51306877)</i> • <i>MiVoice Office Real-Time Dashboard (51306878)</i> • <i>MiVoice Office Call Reporter – DND Reporter (51306880)</i> • <i>MiVoice Office Report Scheduling (51306145)</i> • <i>5 x MiVoice Office Call Reporter – ACD Single Agent (51306879)</i>
51306144	MiVoice Office Call Logging
51306145	MiVoice Office Report Scheduling
51306146	MiVoice Office Call Reporter up to 16 Extensions
51306147	MiVoice Office Call Reporter Upgrade 17 to 32 Extensions
51306148	MiVoice Office Call Reporter Upgrade 32 to Unlimited Extensions
51306877	MiVoice Office Real-Time Wallboard
51306878	MiVoice Office Real-Time Dashboard
51306880	MiVoice Office Call Reporter – DND Reporter
51306879	MiVoice Office Call Reporter – ACD Single Agent
51307457	MiVoice Office Call Reporter – ACD 10 Agent Pack
51307458	MiVoice Office Call Reporter – ACD 50 Agent Pack
51306885	MiVoice Office Call Reporter – External Data Source



Note

MiVO Call Reporter licenses are a pre-requisite to Dashboard/Wallboard



Note

MiVO Call Reporter SWAS is included with the MiVO Application Suite SWAS.



Note

The Call Reporter licenses are 'Additive'. For the 16-32 license, you must first purchase the 16 Extension license.