MiVoice Office Call Reporter

Comprehensive and easy to use call reporting and management for the MiVoice Office Application Suite, both historical and real-time

Overview

MiVoice Office Call Reporter brings a range of call performance and management reports to the MiVoice Office Application Suite. It provides access to all the historical call data stored within the system, which can be used to deliver complete visibility of how the telephone system is used and how users are performing.

In its simplest form, the system provides access to 'Call Lists' which document each call made and its route through the telephone system - including internal calls and transferred call segments. When full 'Call Reporting' is licensed, call traffic can be analyzed in multiple ways, which when combined with the type of data stored on each call and the advanced filtering options available, make for a truly powerful call analysis solution.

Key Features

- Web based interface, no client-side installation is required. Reports are accessible from any compatible browser on Windows, Mac or Tablet
- Comprehensive filtering enables only relevant calls to be reported on
- 'Call Logging' license provides call lists and configuration data reports including: Incoming/Outgoing Calls, Missed Calls & Unreturned Lost Calls
- 'Call Reporter' license allows detailed analysis of calls, with grouping by Extension, User, Hunt Group, Agent ID, Telephone Number, Trunk & Time
- Pre-configured out of the box reports are provided to get users up & running
- Reports and filters can be shared easily between users
- Report scheduling option automates report generation and can distribute them via email or save them to a network share

Historical Reporting

Call Lists & Configuration Data

The entry level features of the solution provide access to lists of calls which can be filtered by many properties to identify specific calls. The system tracks all external and internal calls, and provides dedicated reports for highlighting 'Lost' and 'Unreturned Lost Calls' to the user.

The Inbound Call Summary provides a daily view of call traffic and how users of the telephone system are performing.

Call Analysis

Full 'Call Reporter' licensing provides access to analyze call traffic by many different properties, including: Caller ID, Extension, Agent ID, Hunt Group, DID/DDI etc. Users can choose from a large selection of summarized data that will allow them to evaluate how different users or groups of users are performing.

Filtering & Sharing

Customizable filters allow users to search for specific calls or analyse call data from a specific source. Once reports and filters have been created, they can then be easily shared between other users to improve performance and collaboration.

Report Scheduling

This optional feature provides an automated way of running reports and delivering them to users via email or by saving them to a network location. Scheduling is ideal for running reports for large amounts of data or for delivering monthly, weekly, daily or even hourly reports that can be used to review performance or actively manage users.

MiVoice Office Call Reporter Real-Time

Live call and status management interface

MiVoice Office Application Suite provides two real-time reporting options for the MiVoice Office 250; Wallboard & Dashboard. Both are fully customizable and provide live call and status information.
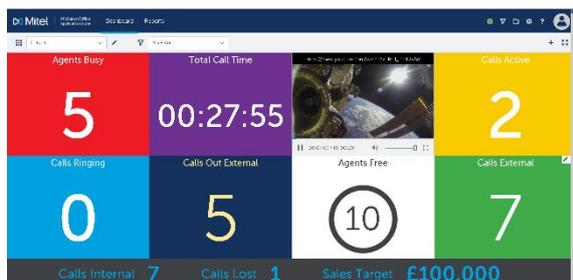
Real-Time Wallboard

Designed for displaying live performance statistics on a screen to be viewed by multiple people, the wallboard provides a single view, which can be customized with one or more of the following tiles:

Single Statistic / Cycling Tiles

Add one of hundreds of available statistics to a tile that is updated in real-time (during the call, not after). Multiple tiles can be added to a wallboard view to display system-wide stats or stats filtered for specific devices. Optionally, two statistics can be cycled through to maximize real-estate.

Ticker

A ticker allows up to 20 statistics to be continuously looped. In addition to the available statistics, manually configured messages can be added to the ticker.

Amazon FireTV Support

Real-Time Wallboards can now be viewed using the dedicated application for FireTV. This minimizes the cost of ownership and simplifies deployment.

Media

Media tiles can be used to display promotional or corporate videos/images. Videos* and images can be uploaded and then displayed on one or more wallboards.

* Limited to 1 video per wallboard when viewing on a Fire TV

Alarms

All statistic-based tiles have configurable alarms where thresholds can be configured to; flash tiles, change color, play a sound, send an email, alert a 6900 phone or make a tile full screen. By using multiple alarms on a single tile, a traffic-light based system can be configured where the color of the tile changes as the statistic goes through multiple thresholds.
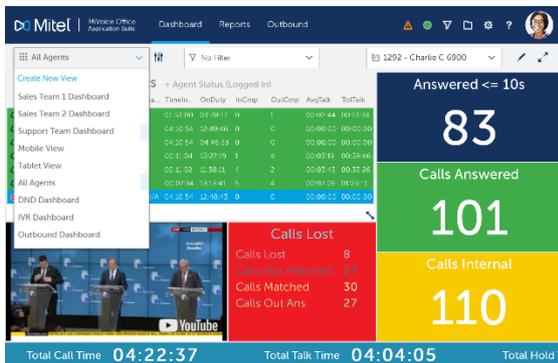
Real-Time Dashboard

A supervisor's tool to track system and user performance in real-time. Users can customize views with a range of tiles to monitor different business areas or departments.

Multiple Views

Dashboard users can create multiple views, each with a customizable collection of tiles. Each view can be used to monitor a different area or aspect of the business and can be switched between quickly and easily.


Grids

Grid tiles provide status and summarized information about different devices on the telephone system. Grids are available to display the status of extensions, agents*, trunks and calls on the system

* Requires ACD Reporter licenses

Multi-Statistic Tiles

Multi-stat tiles can be used to display many pieces of information in the same window. Stats can be displayed in a list, cycled through or in a primary/secondary statistic format.

Call & Status Control

Using grid tiles, dashboard users have call and status control over devices on the system. Do-not-disturb and ACD status* can be controlled centrally, with the flexibility to log agents in/out of specific hunt groups. Users can make calls, clear calls or move calls to new devices.
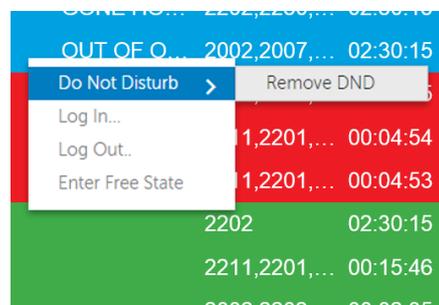
Personal Wallboard

Personal agent productivity statistics

The Phone Manager Personal Wallboard provides users with personalized ACD statistics data allowing them to track their own performance against targets

Wallboard Statistics Tiles

Each user can be assigned up to 10 personal statistics which can be customized with different foreground/background colors and labels. Tiles are displayed on the Phone Manager Toolbar and are centrally configured by an administrator.

The following statistics can be added to tiles:

- Agent Statistics, filtered to the logged in agent (Including Time on Duty, Calls Taken, Time in Status, Time in DND etc.)
- Count of calls queuing on all hunt groups an agent is logged into
- Global Variables
- External Data Sources

Buttons & Statistics

Wallboard statistics can be displayed on their own or they can be combined with toolbar buttons to allow the user to have a single toolbar to show their performance data and set call outcomes using account code buttons.

Toolbar Docking

Toolbars can be docked to the top or sides of a user's screen. Docking can be centrally configured or can be user controlled.
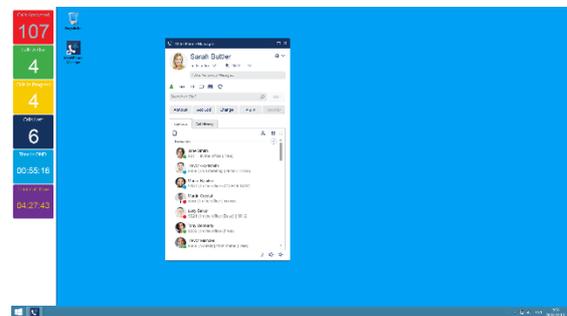
Tile Alarms

Statistic tiles can be configured with alarms to change the tile color or flash the tile to get the user's attention when they have reached targets or can act to improve performance.

Key Benefits

Historical Reporting

- Can be quickly added to the existing MiVoice Office Application Suite installation with only a license upgrade
- Analyze inbound and outbound traffic to manage trunk usage
- Ensure any missed calls are highlighted and dealt with
- Monitor and manage individual/team performance
- Accurate call data assists with meeting customer service level targets
- Track each call's route through the telephone system with fully segmented call data

Real-Time Reporting

- Web Based – No client-side installation required
- Multi-platform – Access from Windows, Mac or Tablet/Phone
- Make real-time decisions based on live statistics
- Use alarms to gain attention when performance metrics fall below a required threshold

Additional Dashboard Features

- Switch between multiple views quickly and easily
- See individual extension, call & trunk status on the available grids
- Call control; make calls, clear calls down or move calls between devices
- Status control; change do-not-disturb and/or agent status (requires ACD Reporter licenses)

Optional Licensing

DND Reporter

System-wide license required to store, process and report on do-not-disturb events. Once licensed, DND totals/times can be added to any statistic tile and summarized data can be added to extension grids.

ACD Reporter

A per agent license required to store, process and report on ACD status events. Once licensed, time in status/on duty and other ACD related statistics are available as well as the agent-based grid. In addition, ACD status can be controlled by the user.

External Data Sources

A system-wide license that provides access to pull statistics from a ODBC or OLE DB compliant database. Using an external data sources, other key performance indicators can be added to the Wallboard/Dashboard and displayed alongside call and status statistics.

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Operating System Requirements

Historical Reporting

- Windows 7, 8.1, 10 (Pro / Enterprise / Ultimate) 64-bit
- Windows Server 2008 SP2, 2008 R2, 2012, 2012 R2, 2016 (Standard / Enterprise / Datacenter) 64-bit
- VMWare and Hyper-V Environments Supported

Real-Time Reporting

- CPU: Intel Atom x5-Z8330 or better
- Memory: Minimum 2GB, Recommended 4 GB
- Network: IPv4 100Mb/1Gb LAN
- Hard Disk: Minimum 32 GB free space
- Video: Minimum DirectX v9 compatible graphics card with 120MB RAM
- Browser: Chrome or Firefox
- Tablet / Mobile: iPad 5 or later / iPhone 5s or later

Minimum Server Requirements*

- CPU: Intel dual core I3 @ 3.3GHz
- Ram: 4GB
- Network: Static MAC Address, IPv4, 100Mb/1Gb
- .NET Framework: 3.5 & 4.5.2
- Disk space (Data): 100GB + 1GB for each million call records

* Server requirements vary depending on which features of the MiVoice Office Application Suite are used. Please refer to the product documentation for more information.

* Each concurrent real-time user adds additional CPU & memory load on the server. Please refer to the technical manual for real-time server requirements to ensure the server can support the required number of real-time clients.

MiVoice Office 250 Requirements

- System OAI Call Control & 3rd Party Events enabled
- Mitel CT Gateway Required for Multi-Node implementations
- IP Based OAI connection
- MiVoice Office 250 Release 6.1 or higher

Real-Time Wallboard for Amazon FireTV Requirements

- 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.)

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License Comparison

Historical Reporting

Features		Call Logging	Call Reporter
Call Lists	Provides lists of calls made	Yes	Yes
Call Summary	Daily system overview of call traffic	Yes	Yes
Configuration Reports	List of devices and agents configured on the telephone system	Yes	Yes
Summarized Reports	Grouped reports providing summary information on call totals and times. Reports can be grouped by account code, DID/DDI extension, hunt group, phone number start time, trunk & user	No	Yes

Real-Time Reporting

Features		Wallboard	Dashboard
Views	A configurable collection of tiles which is completely customizable by the end user	1	Multiple
Single Statistic	Display 1 of 100s of statistics in text or gauge format	Yes	Yes
Multiple Statistic	Display multiple statistics in one of the following formats; cycling, list or primary/secondary	Cycling Only (2 Stats limit)	Yes (Up to 20 Stats)
Ticker	Display multiple statistics on a scrolling ticker, which can be displayed at the top or bottom of the view. Limited to 1 per view.	Yes (Up to 20 Stats)	Yes (Up to 20 Stats)
Media	Display live/uploaded video or image files	Yes	Yes
Grid	Display status and summarized data by call, extension or trunk. Includes call and status control	No	Yes
Alarms	User configurable alarms to flash, change color, play sound or enlarge tiles to full screen	Yes	Yes
Global Variables	Display manually entered data such as targets or messages on statistic tiles	Yes	Yes

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Additional Licenses

		Call Reporter	Real-Time
ACD Reporter*	A per agent license which enables the storing and processing of agent status information.	Provides access to data summarized by agent	Exposes the Agent Grid including status control. Enables summarized ACD information on statistic tiles
DND Reporter	A system-wide license which enables the storing and processing of do-not-disturb status information	Provides access to summarized and DND event data	Provides access to DND status and summarized data on grids & statistic tiles
External Data Sources	A system-wide license which enables access to retrieve statistics from external ODBC/OLE DB compliant databases.	N/A	Display data from an external database on single, multiple or ticker tiles
Scheduling	Schedule historical reports to run automatically and be delivered by email or to a network share	Enables scheduling of shared reports to all users with given permission	N/A

* ACD Reporter licenses when combined with Phone Manager Professional/Team Leader allow the use of personal wallboard tiles on Phone Manager toolbars