



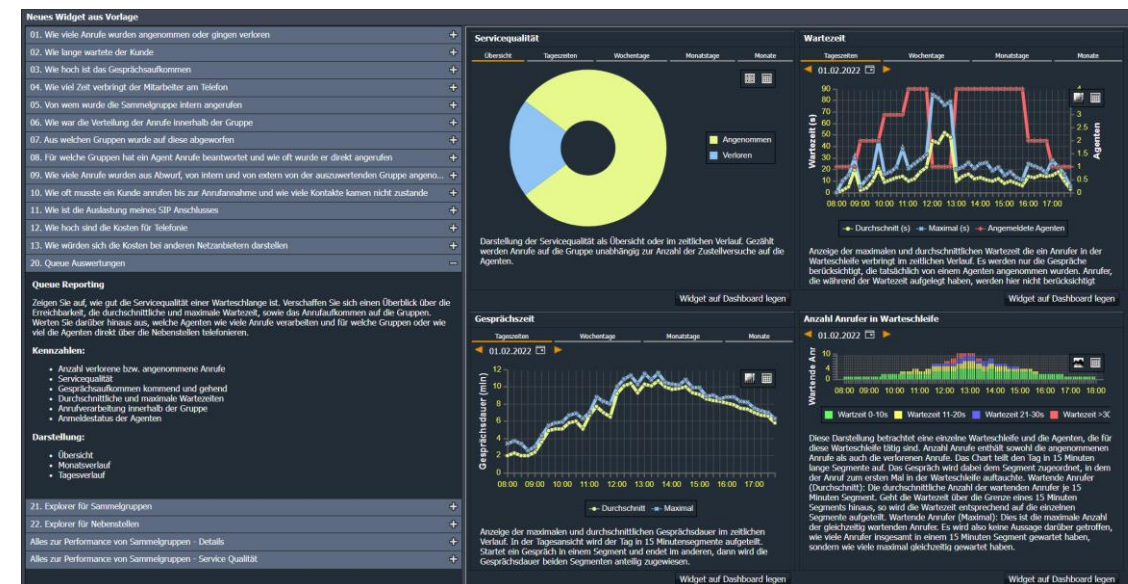
iQueue pro UC-Analytics by aurenz

VISUALIZE YOUR CORPORATE COMMUNICATION

YOUR STARFACE, YOUR DATA, YOUR ANALYSES

With iQueue pro UC-Analytics, comprehensive analyses of corporate communication are available for the STARFACE communication platform. Straightforward and easy-to-understand dashboards will get you a view on various aspects of your communication. No matter what type of report; accessibility, service level, waiting times, utilisation of the iQueues, utilisation of the SIP Trunk or predictive analytics of the call traffic - UC-Analytics provides the appropriate dashboard. Take advantage of this benefit and optimise the use of your STARFACE and the accessibility, adjust the planning of resources and personnel. In addition, the included call accounting allow you to calculate costs such as call costs, labour costs, equipment costs and costs for IT services.

UNCOMPLICATED, EFFECTIVE AND VALUABLE

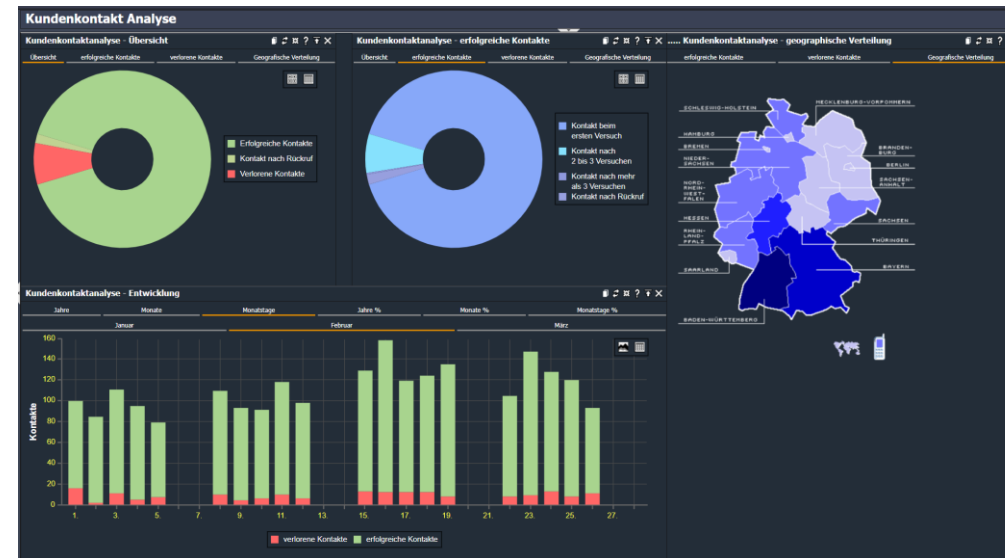
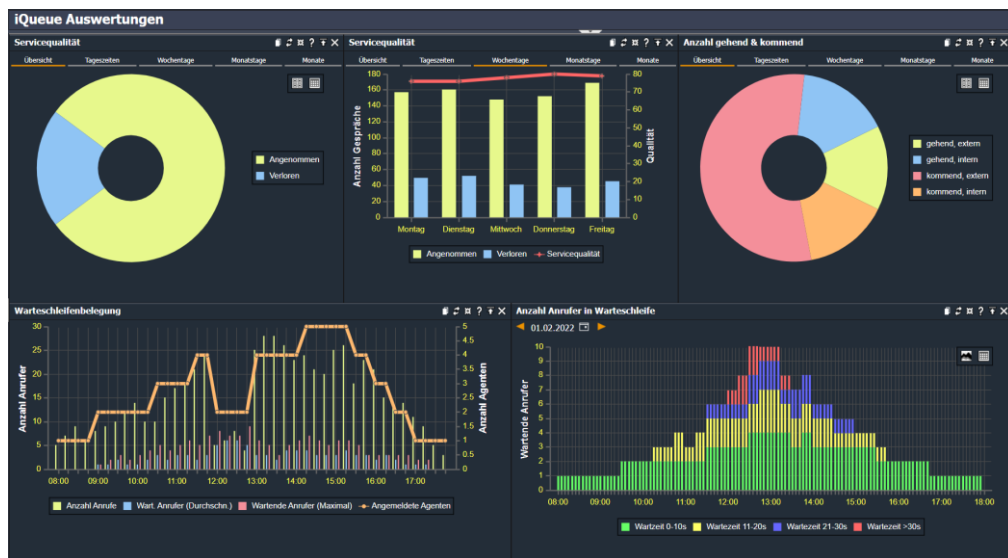


UC-Analytics prepares the data in an easy-to-understand way. Complete call scenarios are considered and evaluated as such. You can use preconfigured dashboards or create your own based on individual widgets. Select the appropriate widget from a repository with a wide variety of widgets grouped by topic and create your own dashboard. Explanatory texts for each report are there to help you understand the counting method.



DASHBOARDS FOR QUEUES AND AGENTS

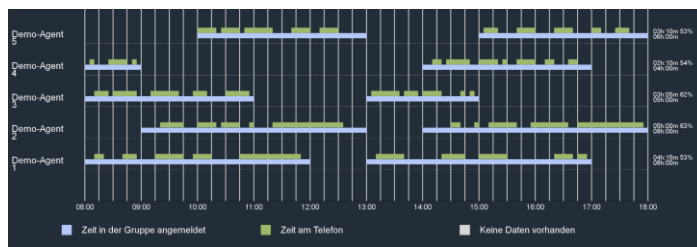
ENTERPRISE DASHBOARDS



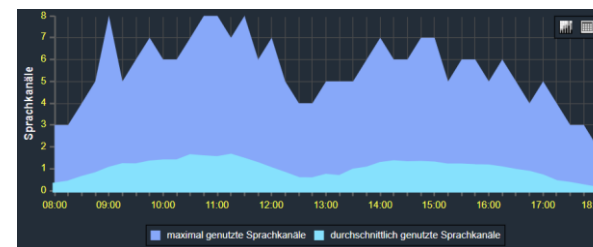
- Service quality of the iQueues
- Average waiting times
- Maximum waiting times
- Development of waiting times
- Number of callers in the iQueue
- Number of agents in the iQueue
- Predictive analytics
- Historical data and trends: daily, weekly, monthly timelines
- Call volume
- iQueue Live-Dashboards
- Call distribution in the iQueue

- Service quality of hunt groups
- Call volume
- Answered and lost calls, incl. call-backs
- Ring duration
- Total waiting times
- Utilisation of the groups
- Outgoing calls, direct calls
- Call volume
- Trend analysis
- Number of successful contacts
- SIP trunk utilisation

Example: login times of the agents



Example: SIP-Trunk utilisation



FURTHER PERFORMANCE FEATURES

Fraud Detection

You are always on the safe side with the integrated alarm system in case of defined telephone occurrences. In the event of unusual call volume, e.g., calls to certain regions or calls outside business hours, an alarm message can be generated. This gives you the opportunity to react quickly and take countermeasures to prevent greater damage and avoid being unpleasantly surprised.

Accounting & Billing

Internal cost allocation of UC services. Turn your ITC department into a profit centre:

- Itemised bills
- Detail and sum reports
- Cost centre bills
- Settlement of clients
- Settlement of business, private and project calls
- Mobile phone bill import with plausibility check
- Freely definable network provider tariffs
- Billing of equipment costs and services
- Freely designable forms via the form editor
- LDAP connection



AURENZ - YOUR SPECIALIST FOR UC-ANALYTICS

For over 30 years, we have been working with prestigious distributors worldwide. Aurenz GmbH, based in Kirchheim unter Teck, Germany, provides data protection-compliant solutions for call accounting and statistical reports, in order to optimise corporate communication. With great experience, coming from over 30,000 installations in the field unified communications, you can be sure to get exemplary service and smooth installations. Easily and quickly integrated into any offer, the software from aurenz provide added value for your UC installation.

We will be happy to advise you: +49(0)7021/73888-0

aurenz
SOFTWARE & CONSULTING

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