OCTOPUS F X UC-ANALYTICS

Make your Unified Communication graphically visible

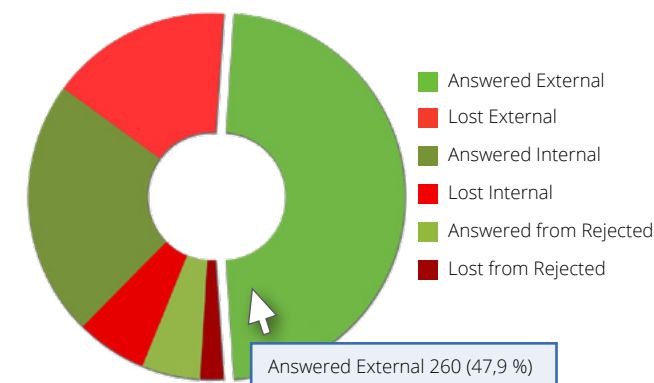# YOUR OCTOPUS F X, YOUR DATA, YOUR ANALYSES: EASY TO MANAGE, EFFECTIVE AND VALUABLE!

Based on the call data generated in the Octopus F X, UC-Analytics by aurenz offers different evaluation options. It is user-friendly, fast and flexible to use the web to display your personal reports of corporate communication on the integrated dashboard. Ensure your service quality and use the reports and analyses to optimize you processes. Peak time reports are excellent for planning resources.

In addition to the reports and analyses, the UC-Analytics offers the full scope of a modern call accounting solution. This way additional costs (other than call data) such as working hours, equipment costs (devices) and services can be distributed and charged according to the originator.

Including animated analyses!

EXAMPLES

Hunt groups & extensions – Accessibility

- Answered External
- Lost External
- Answered Internal
- Lost Internal
- Answered from Rejected
- Lost from Rejected

Answered External 260 (47,9 %)

- The analysis will show how many calls were answered or lost within the hunt group/extension.
- Make sure your groups are set up optimally.
- Evaluate the accessibility in a hunt group/extension based on months, weeks, days or specific times of the day.

Peak hours – analysis

Calls

- Sum
- Answered
- Lost
- Voicemail
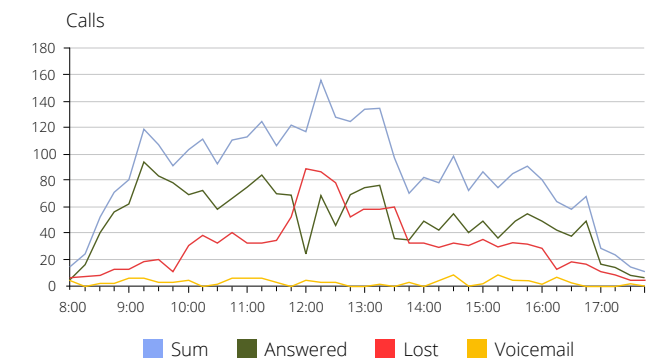
- Find the peak hours – when your employees need to be available.
- Identify bottlenecks or overcapacity and optimize your resource planning.
- Make the accessibility of individual employees or hunt groups visible.
- Use the analysis to improve service quality.

MOST IMPORTANT FEATURES

Looking at corporate communication

- Answered calls, lost calls, busy lines
- Voice Mail
- Discharged calls
- Ringing time
- Presentation as a live chart

Key figures for the All-IP area

- Determination of necessary voice channels
- Utilization at peak hours
- Cost determination via tariff tables

Call Accounting & Billing

- Drill down to itemised bills
- Billing of service, private and project calls
- Mobile and landline invoice import, cost allocation and plausibility check
- Cost centre accounting
- Billing of device costs, services, IMAC (Install, Move, Add, Change)

Data protection

- Data protection packages with protection specifications, separated by call type
- Delete or mask connection information: call, time, duration, destination number, location
- In compliance with the service connection regulations of the countries (Germany: DAV)
- Switching between business and private
- EU General Data Protection Regulation (GDPR)

Fraud Detection

- Call at certain times
- Long lasting calls
- Calls from specific areas

aurenz
SOFTWARE & CONSULTING

aurenz GmbH | Hans-Böckler-Str. 29 | D-73230 Kirchheim unter Teck | Tel.: +49 (0) 7021 73888-0 | info@aurenz.de | www.aurenz.de