



Swyx Analytics
by aurenz

SWYX ANALYTICS BY AURENZ
Make your Unified Communication graphically visible



YOUR SWYXWARE, YOUR DATA, YOUR ANALYSIS: EASY TO MANAGE, EFFECTIVE AND VALUABLE!

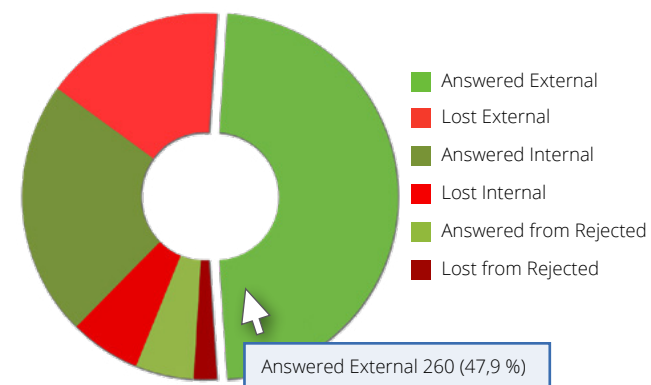
The Swyx Analytics by aurenz is the perfect complement to your SwyxWare. Based on the generated call data in your SwyxWare, the Swyx Analytics offers different report options. Organise your corporate communication - reports on your user friendly, personal dashboard, and use the information to optimize processes and ensure service quality. Determine peak-hours and

plan your resources carefully, and use the reports to get the most out of your extended call routing. The software includes a full call-accounting solution and makes it possible to allocate costs accordingly. Not only call costs, but also working hours, equipment costs (devices) and services can be easily calculated.

Including animated analyses!

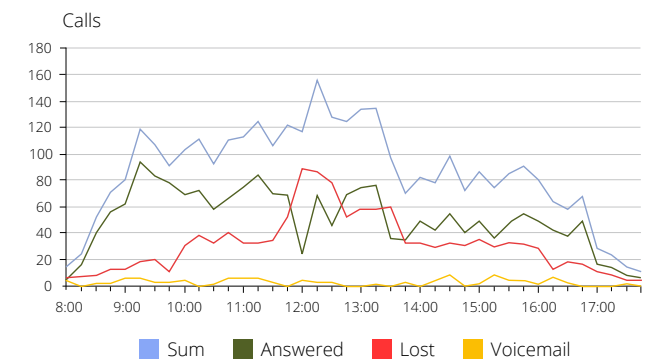
EXAMPLES

Hunt groups & extensions – Accessibility



- 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



- 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.



THE MOST IMPORTANT FEATURES



Looking at corporate communication

- Answered calls, lost calls, busy lines
- Voice Mail
- Discharged calls
- Waiting and 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

