UC-ANALYTICS BY AURENZ

Make your Unified Communication graphically visible

FACT SHEET

FEATURES

Based on the call data generated in the UC system, 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. Turn static hunt groups (i.e. support, head office, etc.) into extendable DynamicTeams.

In addition to 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.

Accessibility of groups and extensions

The UC-Analytics provides the following key figures

- Answered calls
- Lost Calls
- Busy lines
- Voice Mail
- Discharged Calls
- Ringing time
- Presentation as a live chart
- Indicating trends

Fig. 1: Analyses „Hunt groups & Extensions"

Key figures for the All-IP area

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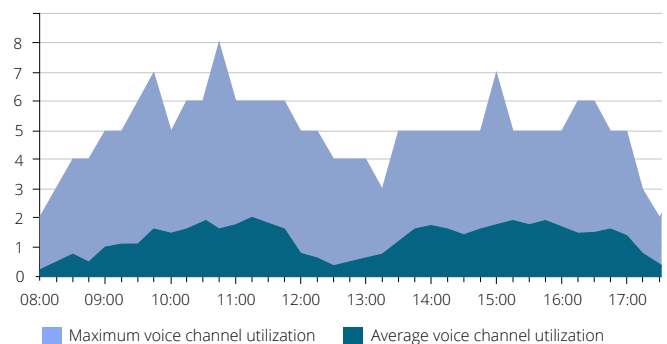- Cost determination via tariff tables

Fig. 2: Analyses „Utilization of voice channels"

![UC Analytics by aurenz]

Accounting & Billing

- Drill down to itemised bills
- Billing of service, private and project calls
- Mobile and landline invoice import, cost allocation and plausibility check
- Detailed and summary reports
- Cost centre accounting
- Billing of device costs, services, IMAC (Install, Move, Add, Change)
- Billing of clients
- Freely definable rates via network provider tables including free minutes
- Run reports automatically or on-the-fly
- Freely configurable forms for reports using the form editor

Data Protection

- Data protection packages with protection specifications, separated by call type
- Allocation of data protection packages to subscribers
- Customised encryption of relevant data
- Individually adjustable protection settings
- Delete or mask connection information: call, time, duration, destination number, location
- Exempt connections to counselling centres
- In compliance with the service connection regulations of the countries (Germany: DAV)
- Switching between business and private
- EU General Data Protection Regulation (GDPR)
- Integrated user/role concept for different access authorizations

Fraud Detection

Integrated alarm for defined events:
- Call at certain times
- Long lasting calls
- Calls from specific area

Additional Services

- Certified by most PBX manufacturers
- Flexible export options
- Multilingual (de/en/es/fr/it/nl)
- Master data via LDAP connection
- Data export for banks (SEPA)

Available Services

- Trainings, program instructions
- Technical Support
- Software-Assurance

PC-MINIMUM REQUIREMENTS

The software UC-Analytics by aurenz can be installed on an appropriate PC or server.

In order to prepare and organise the relevant hardware, the following minimum requirements should be considered as an orientation value. These minimum requirements depend on the volume of data to be processed, that is the amount of call volume as well as the desired processing and report performance. The rule of thumb for memory requirements is that 100.000 data records correspond to approximately 100MB.

Minimum requirements regardless of the number of extensions

- Screen resolution minimum 1024x768 pixels
- Current Internet Browser

Minimum requirements for installations up to 1.000 subscribers

- Operating system: Windows 7/8/10 professional, Windows server 2008 R2, Windows server 2012 R2 or Windows server 2016
- Guide value CPU: current CPU, minimum 2 cores, recommended 2.2 GHz or higher
- RAM: 2 GB RAM
- Hard Drive capacity 16 GB

Minimum requirements for installations up to 20.000 subscribers

- Operating system: Windows server 2012 R2 or Windows server 2016
- Guide value CPU: current CPU, minimum 4 cores, recommended 2.8 GHz or higher
- RAM: 8 GB RAM
- Hard disk capacity and type: 80GB Enterprise SAS (10.000rpm) or Enterprise SSD

Minimum requirements for installations up to 50.000 subscribers

- Operating system: Windows server 2012 R2 or Windows server 2016
- Guide value CPU: current CPU, minimum 4 cores, recommended 3.2 GHz or higher
- RAM: 8 GB RAM
- Hard disk capacity and type: 160GB Enterprise SAS (10.000rpm) or Enterprise SSD

Online license check

For the online license check, an internet connection (https) to the domain service.aurenz.de via port 443 is necessary. The resources mentioned above must be reserved for the respective software solution.
The necessary hardware is not part of the aurenz GmbH delivery service. If necessary, please contact your local ITC dealer with your specific request.

Exclusion of liability

The analyses and evaluations made with the help of our software products are based on the connection data transmitted by the TC system. When testing various telecommunication systems, it has been found that in some cases insufficient data is provided. The liability of aurenz GmbH for the completeness, actuality and correctness of the connection data transmitted by the TC system used by the licensee is excluded. You can get detailed information about different TC systems at support@aurenz.de. Please be aware of technical changes and further developments at any time. This information is based on the current release.