



UCAnalytics
by aurenz

UC-ANALYTICS BY AURENZ

Make your Unified Communication graphically visible



YOUR UC-SYSTEM, YOUR DATA, YOUR ANALYSIS: EASY TO MANAGE, EFFECTIVE AND VALUABLE!

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 via the integrated dashboard. Ensure your service quality and use the reports and analyses to optimize your processes. Peak time reports are excellent for planning resources. Turn static hunt groups

(i.e. support, head office, etc.) into extendable dynamic teams.

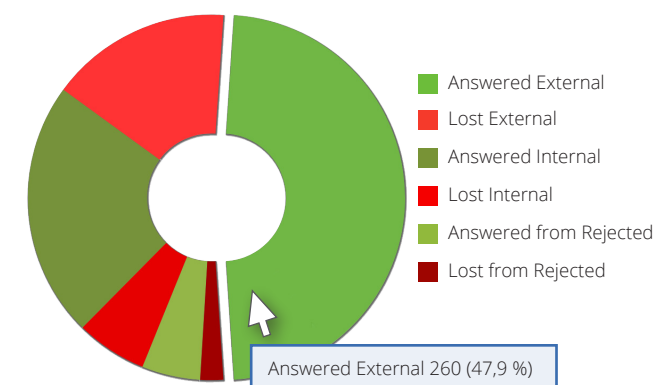
In addition to the reports and analysis, the UC-Analytics offers the full scope of a modern call accounting solution. This way additional costs (other than call data) such as working hours, equipment costs (devices) and services can be distributed and charged according to the originator.

Including animated analysis!



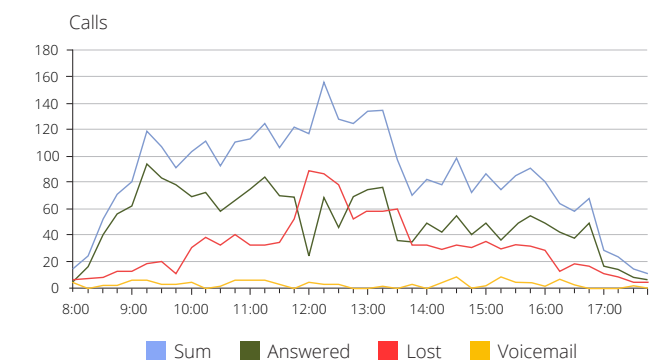
EXAMPLES

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.

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
- Alarm by inaccessibility due to utilization of voice channels
- 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)



DynamicTeams

- Supervisor Board: monitoring and management of hunt groups
- Agents can log in and out
- Agent status display
- Adding agents automatically by full utilization
- Warning alert when less agents are available



Fraud Detection

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

