aurenz

UC Analytics by aurenz

For your PBX and Microsoft Teams

About aurenz

Trust in the expertise of aurenz GmbH, let us be your reliable specialist for UC analyses and call accounting. We have been a partner of renowned companies worldwide for 40 years. Our data protection-compliant solutions optimise corporate communication and are an indispensable tool for your success. With our experience and first-class service, smooth installations are guaranteed.

Discover UC Analytics and transform your communication!

UC Analytics - The key to visible and optimised corporate communication!

Dive into the exciting world of UC analytics and uncover the hidden potential of your corporate communications. Our revolutionary analyses and brilliant dashboards give you clear insights into all facets of your communication.

Be one step ahead of your competitors, because UC-Analytics shows you not only data, but the secret behind the numbers.

What our customers say...

"UC-Analytics provides us with valuable information about the customer hotline call utilisation - we constantly optimise our accessibility and increase our success as a result!"

- CEO, security firm

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See our offer on the Microsoft Commercial Marketplace

Why UC-Analytics

UC-Analytics makes complex data easy to understand

Get inspired by our pre-configured dashboards or create your own masterpieces with customised widgets from our diverse pool. Our explanatory descriptions make it easy for you to understand the wealth of information.

The simplicity of our dashboards sheds light on the jungle of information and enables you to make smart decisions for maximum efficiency. Turn your corporate communications into a treasure that lets your business flourish - indispensable for your success!

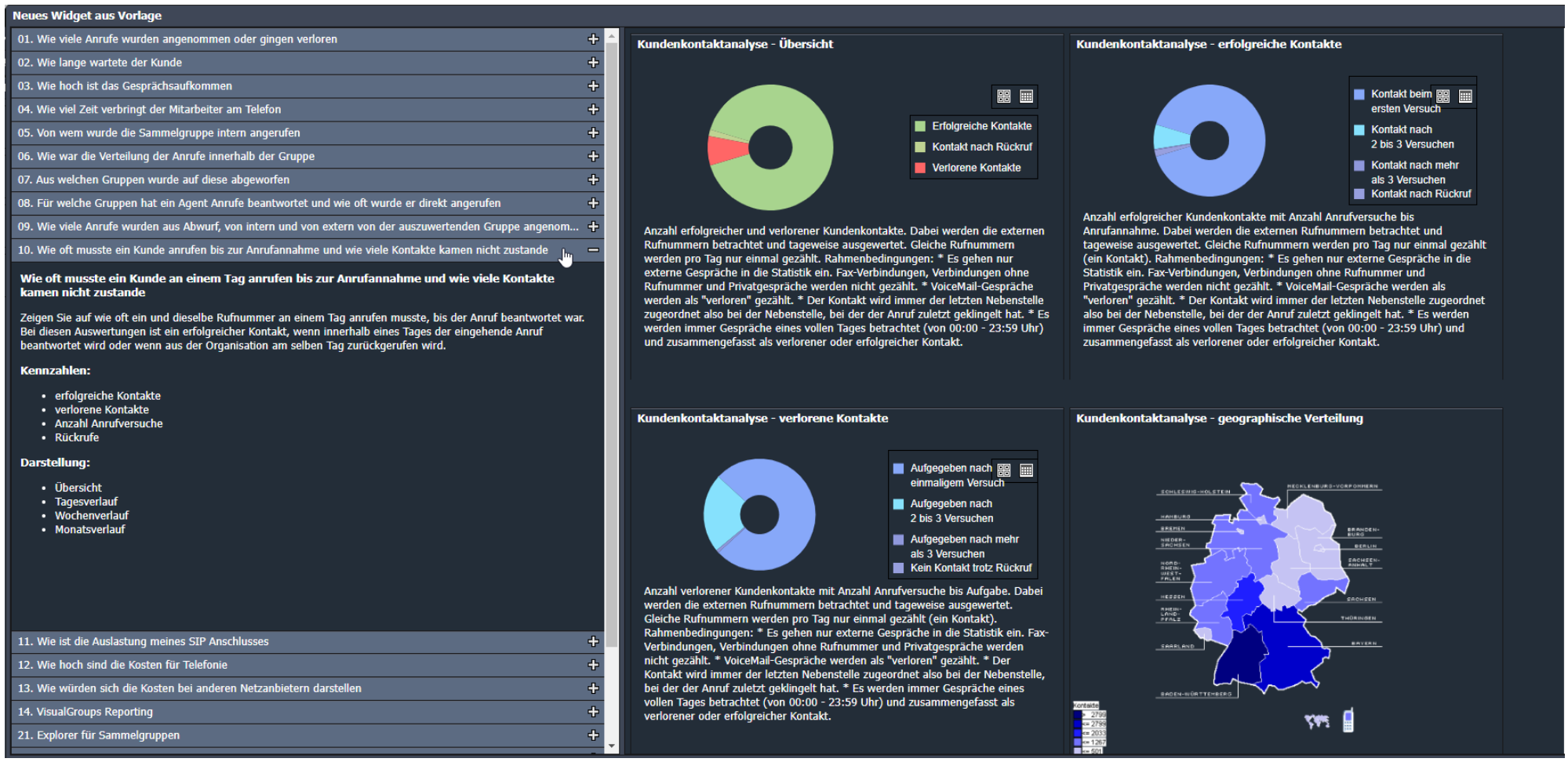
Our strengths

Simplicity
There are ready-to-use dashboards for all aspects of communication analysis. You don't have to worry about record fields and queries.

Data interpretation
Data is not only visualised but interpreted depending on the context using sophisticated algorithms.

Comprehensibility
For each statistic there are explanatory texts that provide information about the counting method and the underlying algorithm. Thus, the statistics presented leave little room for interpretation.

Extendable
You can very easily expand your dashboards with individual reports. Select the statistics you need from a repository of over 200. A grouping by context and a preview of each statistic helps you finding the desired statistic quickly.



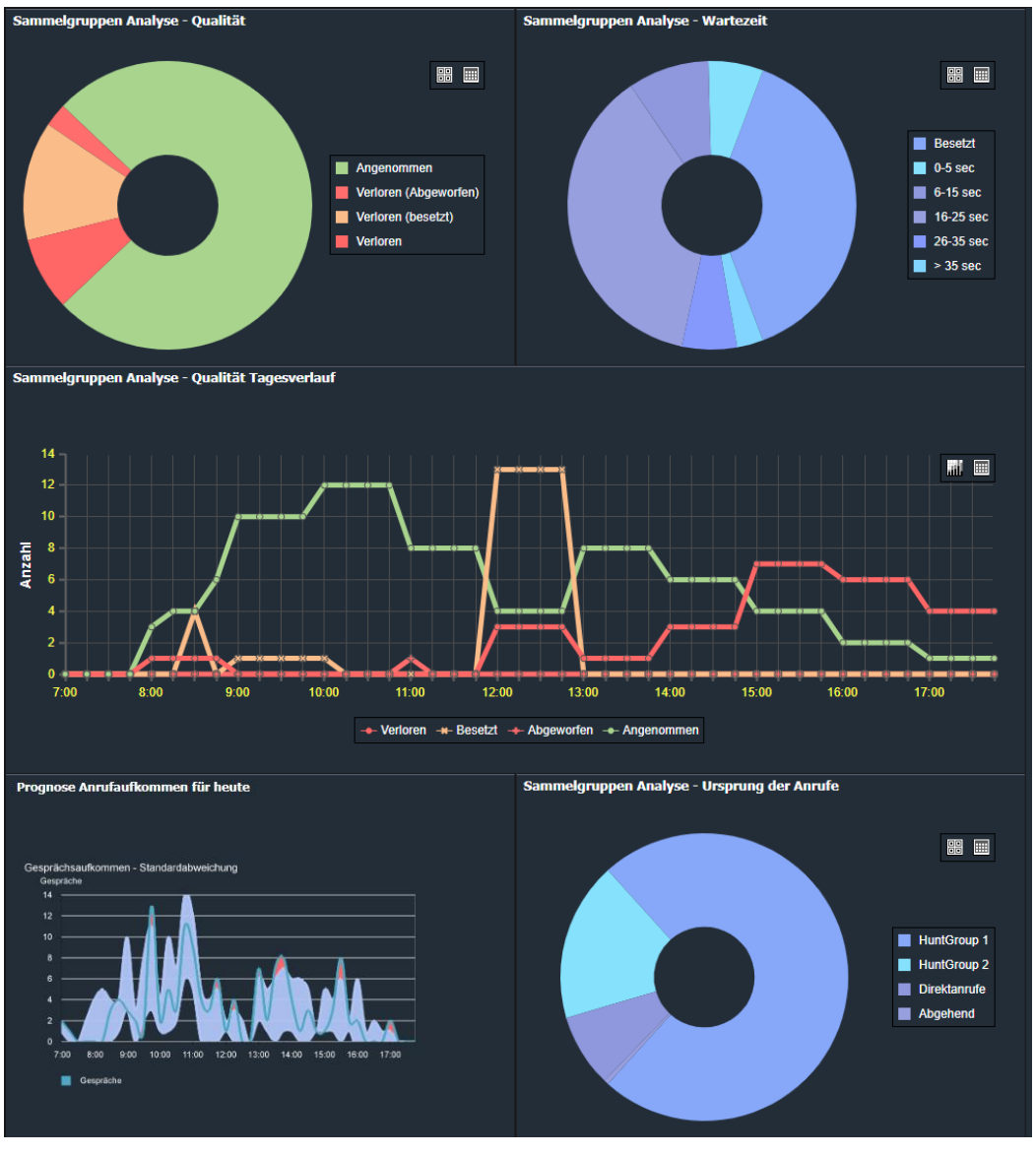
Optimise service quality through call analyses!

The power of service quality analyses

Service quality is a key to success. Explore the world of our analyses and *see* how well your company is accessible by phone and what response times you achieve.

Effective human resource planning

Gain valuable knowledge of peak hours and use it in your strategic workforce planning.



Our strengths

Service quality

- Make answered and lost calls, including call-backs, visible.
- Analyse the performance of hunt groups, their response times and internal call processing.
- Identify trends and temporal dependencies in clear representations.
- Rely on predictive analytics and benefit from forecasts based on historical data for upcoming call volumes.

Keys figures for IT

- Measure the utilisation of the SIP connection and identify any bottlenecks or potential savings.
- With the QoS evaluations, you get a picture of the overall voice quality and can identify outliers.

What our customers say...

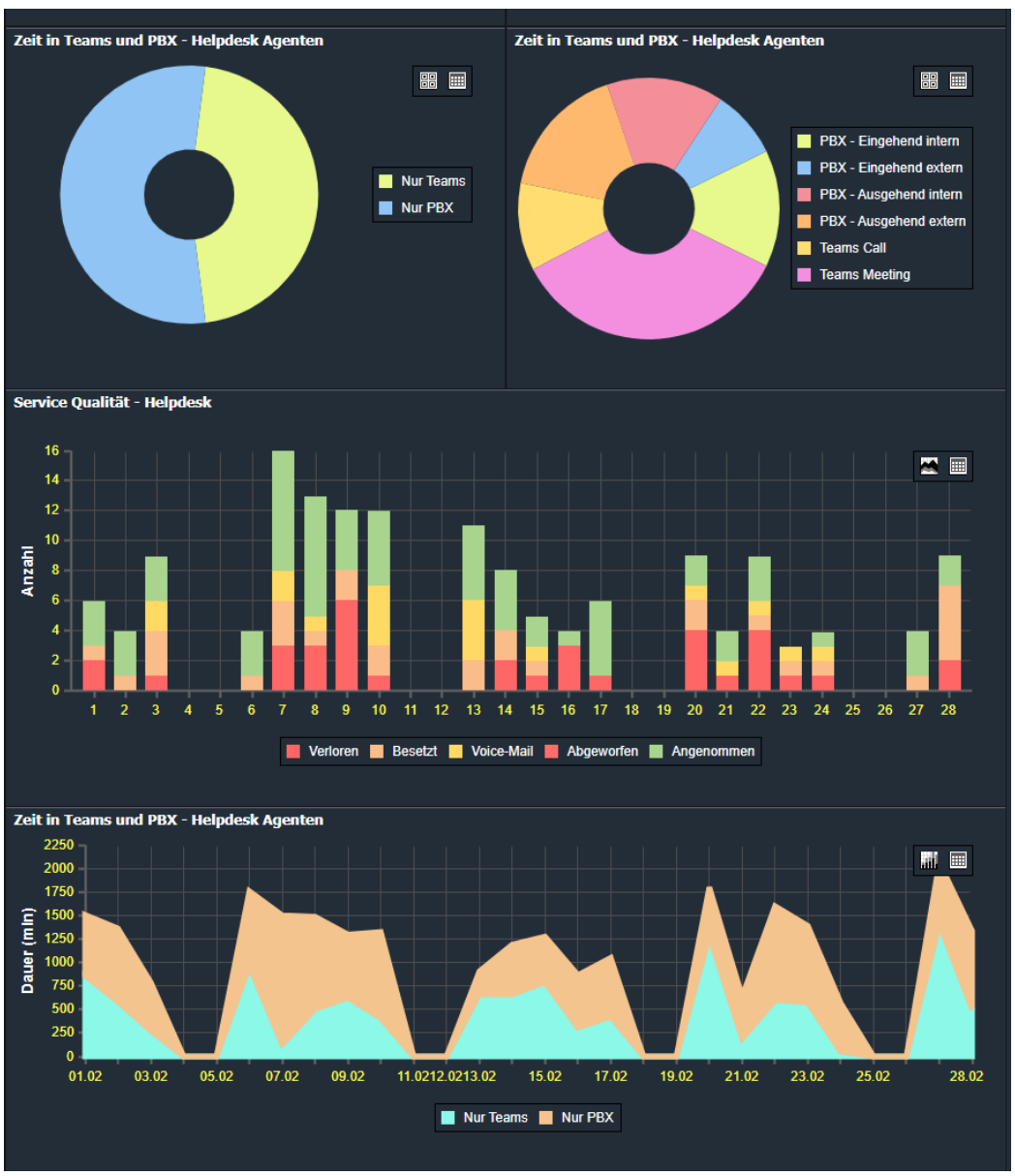
"I think it's great that we now can use resources and plan staff more efficiently. We can finally see our good work!"

– IT Division manager, water filter manufacturer

Microsoft Teams in action with UC Analytics!

The symbiosis of Microsoft Teams and UC Analytics

If Microsoft Teams is part of your communications arsenal, then use UC-Analytics to visualise it all. UC-Analytics also takes this data into account to give you a comprehensive picture of your corporate communications.



Our strengths

Analyse Microsoft Teams

- Reveal answered and lost calls including call-backs.
- Keep an eye on waiting times and response times and track call volumes.
- Get insights into how Microsoft Teams is used compared to PBX.
- Discover usage statistics for meetings, telephony and video.
- Capture trends and temporal dependencies in meaningful visualisations.

Teams data directly from the Microsoft Cloud

We integrate the communication data from Microsoft Teams into our analyses via the Microsoft Graph API.
We support all three Microsoft telephony models: direct routing, dialplan and operator connect.

What our customers say...

"We had a Monday problem - 900 calls during a very small time period -we were difficult to reach - this was solved with UC-Analytics. From now on we don't have this problem anymore! Thanks to UC-Analytics and MS-Teams-Analyses we forecast the call volume and are optimally reachable. This has led to increased customer satisfaction".

– IT Manager, Insurance Company

Caution instead of indulgence!

Fraud Detection – Your safety has the highest priority

Protect your business from abuse! With our integrated alarm system, you receive a notice in case of unusual call activities. It could be calls to certain regions or calls outside business hours. Fast actions and proactive measures are relevant in order to prevent possible damage, and to avoid unpleasant billing – surprises.

Accounting & Billing – the keys to transparent cost control

Turn your IT department into a profit centre! With UC-Analytics, you optimise internal cost allocation and stay on top of things at all times.

Our strengths

Alarm by critical events

The system alerts you when critical events occur. Define the rules for triggering these alarms based on connections to certain regions, during certain times or when certain costs are reached.

Accounting & Billing

- Capture detailed itemised bills.
- Take advantage of our comprehensive itemised and total reports.
- Create clear cost centre statements.
- Billing of clients, business, private and project calls.
- Import mobile phone bills and have them automatically checked for plausibility.
- Manage individually customisable network provider tariffs effortless .
- Capture equipment costs and services.
- Design individual forms with our user-friendly form editor.
- Benefit from the uncomplicated LDAP connection

Data protection

The storage and reporting of data is always carried out in accordance with the highest data protection standards and in compliance with GDPR.

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Advice available at: +49(0) 7021/ 73888-0

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