



# MAF ICIMS™

## Version 3 Release Notes

March, 2017

# MAF ICIMS™ VERSION 3

## OVERVIEW

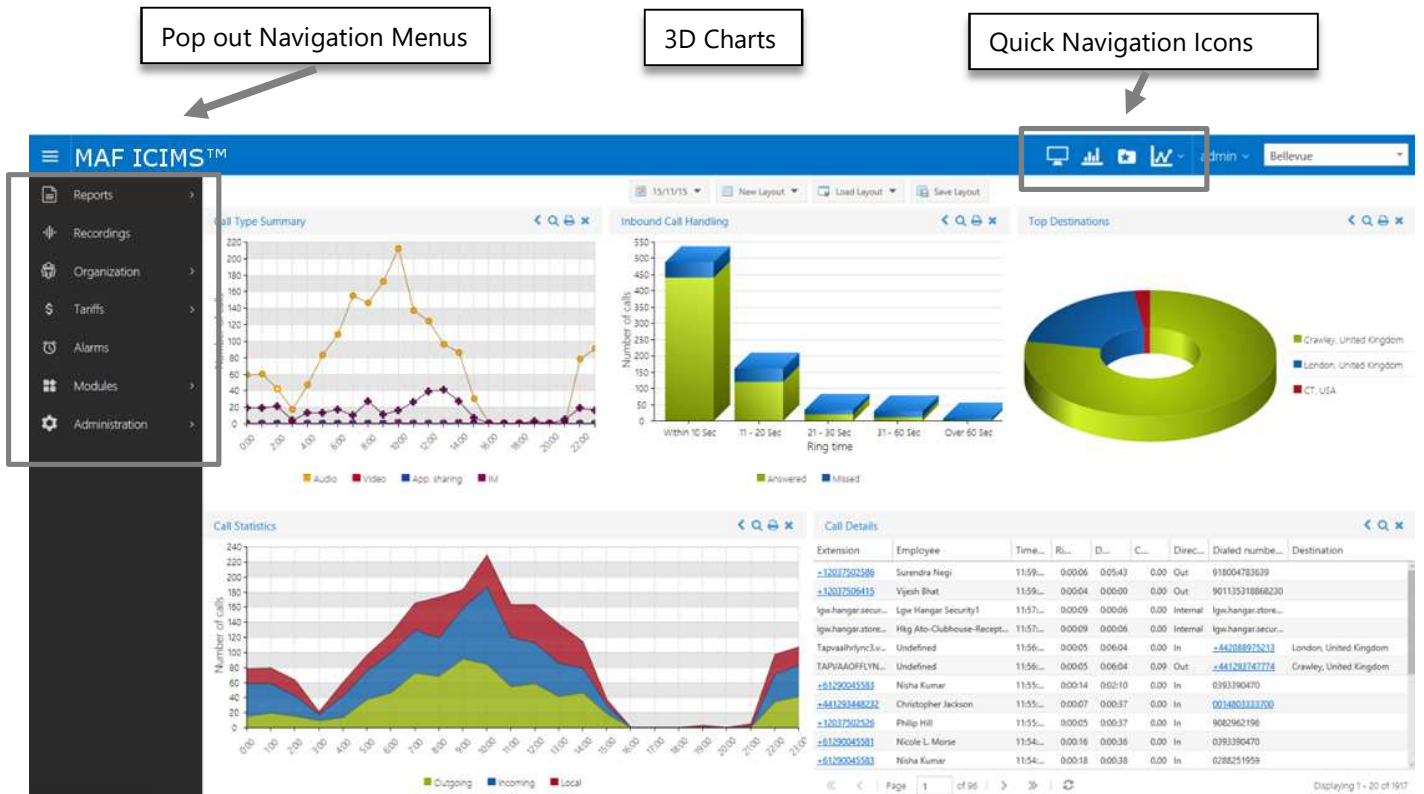
MAF ICIMS™ is one of the most feature-rich reporting and analytic solutions available in the Unified Communications market. Its flexibility and user-driven nature sets it apart from other solutions as it allows the user to define the reporting parameters ensuring the relevance of all generated reports.

Our latest release – Version 3 has a focus on the user's experience with an all-new User Interface including new 3D dashboards, system monitors to track user adoption, consumption and call quality and simplified navigation.

Other key enhancements include full support for reporting on Skype Online (O365) and any hybrid installations of Microsoft UC along with developing the available depth of reporting and security.

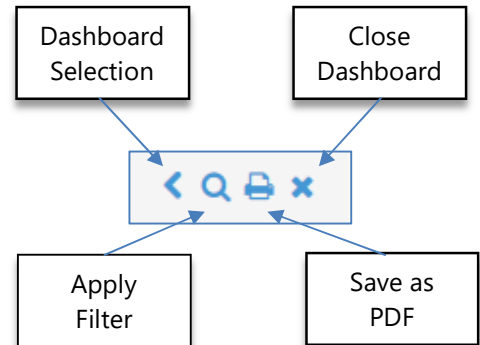
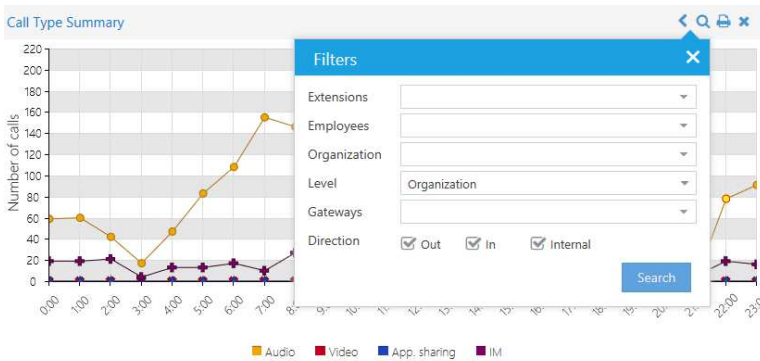
## NEW USER INTERFACE

The new look User Interface has been developed to ease use and navigation of MAF ICIMS™.



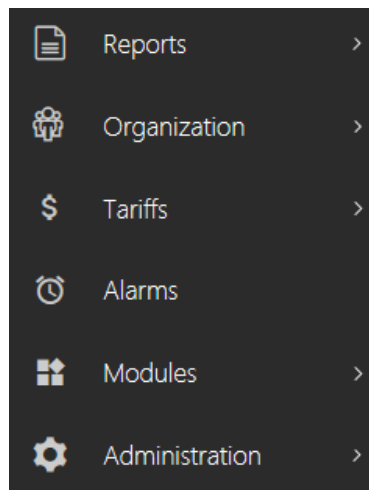
## Dashboard Options

The individual dashboard options have been moved from the side to the top of the charts to allow for a larger viewing area. It is now possible to save the dashboard as an image to PDF.



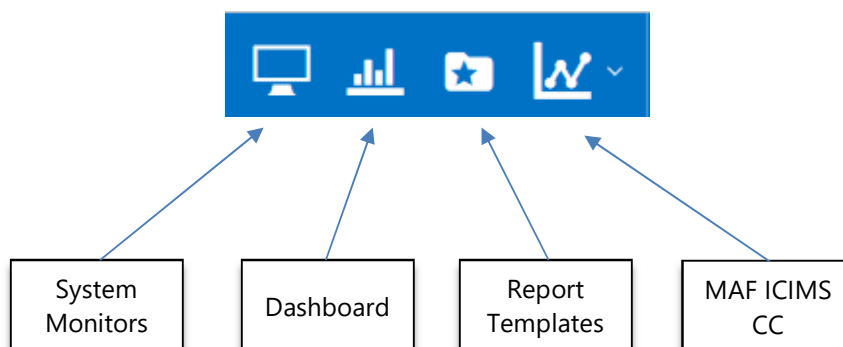
## Pop Out Menu's

The drop down menu's have been replaced by Pop Out icon menus on the left-hand side of the screen. Categories from Version 2 have been consolidated easing the navigation to relevant sections.



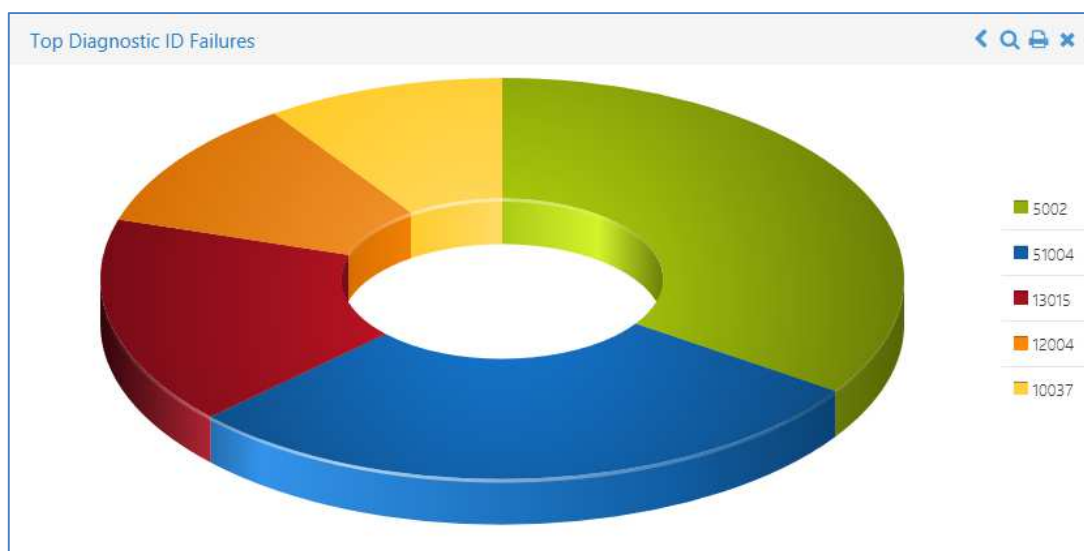
## Quick Navigation Icons

The new quick navigation icons allow users to navigate to the required area with a single click from any area of MAF ICIMS™.



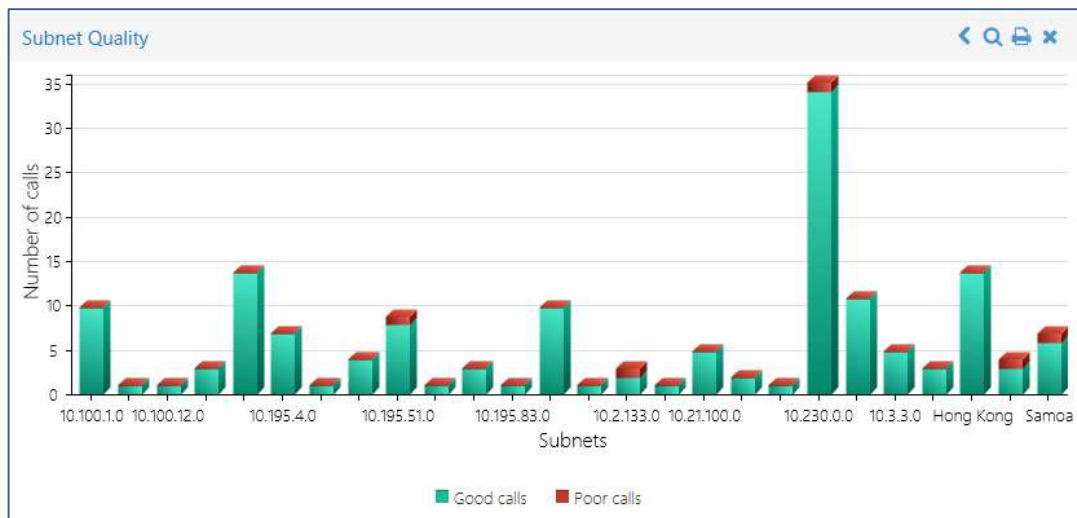
## NEW - TOP DIAGNOSTIC ID FAILURES DASHBOARD

Used to trouble shoot recurring failures this new dashboard shows the most frequent call failure ID's from Skype for Business or Skype Online calls. Filters can be applied to restrict the information displayed from specific gateways or SBC's.



## NEW – SUBNET QUALITY DASHBOARD

Due to the disperse nature of UC it is important to be able to monitor all locations for call quality thus ensuring a high level of service delivery. The Subnet Quality dashboard mirrors the Microsoft methodology of grading calls as either Good or Bad quality. Filters can be applied to the dashboard on Subnet Address or Subnet Location.

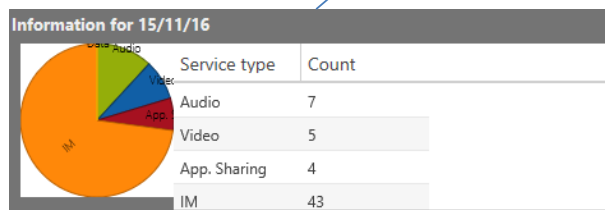
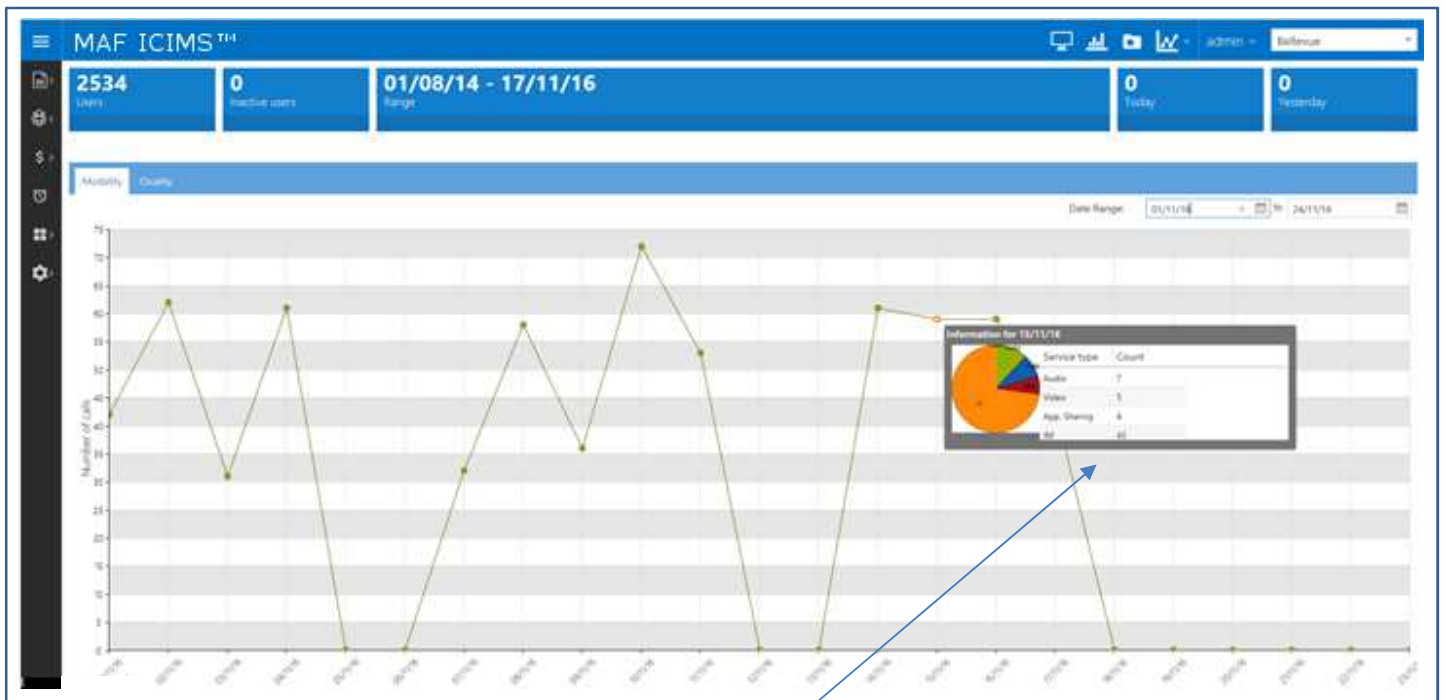


## SYSTEM MONITORS

The new System Monitors give a clear overview of the entire system performance showing Modality (User Adoption), Consumption and Call Quality. Users can define the date range to be displayed. If a single day is selected the details are broken down per hour for a larger date range details are totaled for the day. Consumption can be seen in the top left of the monitor in the Users box – Users are the total number enabled in Active Directory and Inactive Users are one's that have no activity in the past 30 days which can be Voice, Video, IM or App Sharing. Also shown is the total calls (Voice, Video, IM or App Sharing) for the current day and yesterday in the top right of the monitor.

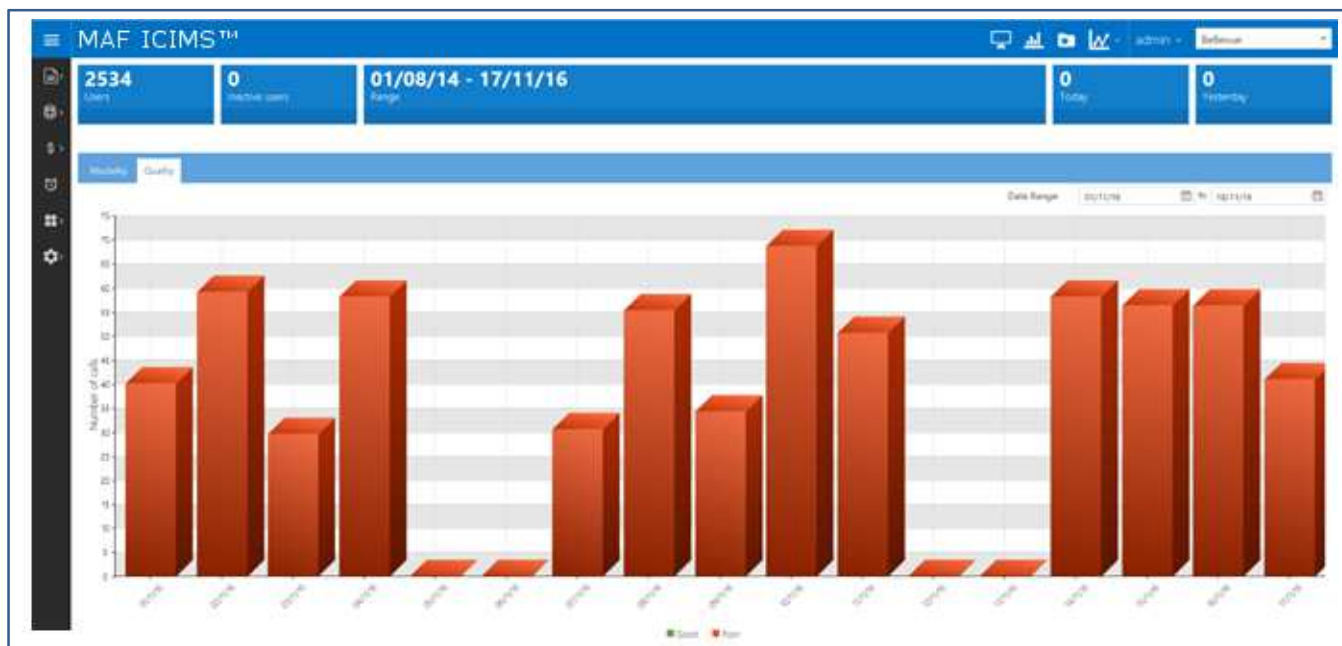
# Modality System Monitor

User Adoption is key to the success of any UC deployment. The Modality System Monitor shows the total daily activity (Voice, Video, IM and App Sharing) across the entire system for a user defined date range. Individual modality totals can be seen by 'mousing over' the desired day or hour.



## Quality System Monitor

Call Quality is another essential element for the successful delivery of a UC solution. The Quality system monitor shows total number of 'good' quality calls and 'poor' quality calls. This criteria is in line with the Microsoft methodology of defining call quality.



## SKYPE ONLINE (O365) SUPPORT

The new Lync / Skype online connector is now embedded in the MAF ICIMS™ collector. Due to authentication it requires a user with administrator role for O365 / Skype Online. Collection is not in real time and can be slow so it is advisable to be done periodically throughout the day.

MAF ICIMS™ uses its comprehensive reporting capabilities to interpret the data into meaningful reports / dashboards and can be used alongside Skype For Business in a hybrid deployment scenario. Delivery can be either on customer servers, from our cloud (Azure) or partner hosted.

Available fields available to report on are relatively limited when compared to Skype for Business on prem but in summary we can report on:

- Voice / Video / IM / File Transfer / Screen Sharing / Conferences
- Call volumes (Modalities as above)
- Ringtime
- Talk Time
- Call Quality
- Call Cost (Where tariffs have been uploaded)

## REPORTING ENHANCEMENTS

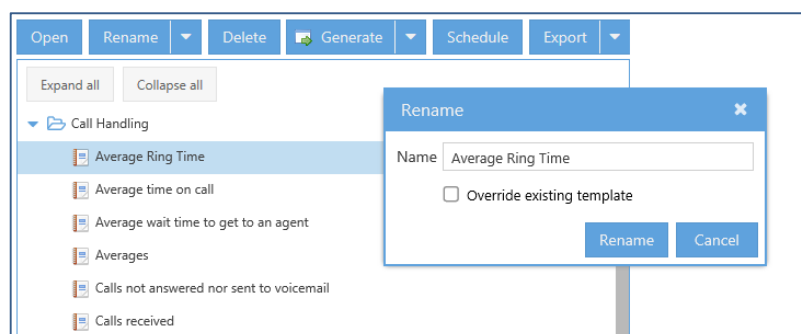
At the heart of MAF ICIMS™ is the comprehensive and powerful reporting engine. Due to the dynamic and constantly changing nature of UC platforms we have an on going development process to ensure MAF ICIMS™ meets current market requirements.

- REPORT BUILDER
  - SHORT CUT KEYS- Additional short cut keys: Quarter (q), Hour (h), Minute (e.g. -45)
  - SUBNETS – The addition of Subnets or Subnet Locations for filtering purposes to the report builder. Also, the ability to Sort and Summarise reports based on Subnets or Subnet Locations
  - QUALITY – Mirroring Microsoft’s terminology of quality reporting additional ‘Good’ and ‘Poor’ quality call filters have been added.
  - USER DEFINED FIELDS – It is now possible to include 3 user defined fields with employee details. Report filtering can include these fields.
- REPORT STYLES – Unique reports styles (Colour Scheme, Logo and Company Details) can now be specified as personal. This is particularly useful in a multi-tenanted environment where individual tenants can brand the reports per their individual requirements.



The screenshot shows a configuration window for report styles. At the top, there are two radio buttons: 'Sites report style' (selected) and 'Personal report style'. Below this is a 'Company details' section with two text input fields. The first field is labeled 'Company name' and contains the text 'MAF InfoCom™'. The second field is labeled 'Company details' and contains the text 'Comeniusstraat 2a ALKMAAR, Netherlands'. Below these fields is a checked checkbox labeled 'Show logo' and an 'Image file' label. To the right of the 'Image file' label are two buttons: 'Browse' and 'Clear'.

- REPORT TEMPLATES – Now possible to rename report templates directly from the Template screen



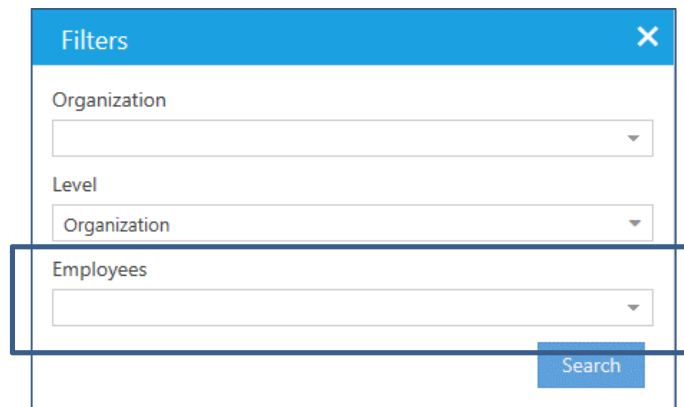
The screenshot shows a list of report templates under the 'Call Handling' category. The templates listed are: 'Average Ring Time', 'Average time on call', 'Average wait time to get to an agent', 'Averages', 'Calls not answered nor sent to voicemail', and 'Calls received'. A 'Rename' dialog box is open over the 'Average Ring Time' template. The dialog box has a title bar 'Rename' and a close button. It contains a text input field labeled 'Name' with the text 'Average Ring Time' inside. Below the input field is a checkbox labeled 'Override existing template' which is currently unchecked. At the bottom of the dialog box are two buttons: 'Rename' and 'Cancel'.



## DASHBOARD ENHANCEMENTS

The dashboards are a key element of MAF ICIMS™ allowing users a snapshot view of usage and other system elements, as with reports additional features and new dashboards are developed on an on-going basis to keep track with market requirements.

- OUTBOUND DIALS DASHBOARD – An additional filter field for employees



The image shows a 'Filters' dialog box with a blue header and a close button. It contains three dropdown menus: 'Organization', 'Level', and 'Employees'. The 'Employees' dropdown is highlighted with a blue rectangular box. A blue 'Search' button is located at the bottom right of the dialog.

- INBOUND CALL SUMMARY DASHBOARD – Now includes internal calls

## MISCELLANEOUS

Numerous other features have been included with this release of MAF ICIMS™:

- AD – Login as other user: Using AD Authentication it is now possible to login with other user credentials
- AD – Support of defining container
- AD – Removal of domain name from authenticated users through AD
- POWERSHELL – Usage of Powershell scripts to allow imports of Response Groups and Subnet details
- SYNTHETIC TRANSACTIONS – Many large organisations are using solutions which are creating synthetic calls to monitor the network. As these are 'skewing' reported information there is now the ability to exclude these calls in reports.

## About MAF InfoCom™

MAF InfoCom™ is a leading innovative technology provider with almost 20 years' experience in delivering products and services for Monitoring, Analytics, Reporting and Recording of telephony and Unified Communications, Call Management, Call Accounting & Telecom Expense Management.

We serve tens of thousands customers around the globe, in a large variety of branches. We have installations in over 50 countries ranging from SME's to multi-national global enterprises. In Europe MAF InfoCom™ is number 1 in Call Management, Call Accounting & Telecom Expense Management.

With our latest developments MAF ICIMS™ and MAF UCR™ Monitoring, Analytics, Reporting & Recording solutions for Skype for Business and Unified communications we expand our sales across the globe rapidly. Our solutions also work with every other major (IP)PBX and UC manufacturer platform like Cisco, Mitel, Avaya, Alcatel-Lucent etc.

Our solutions are offered from the Cloud, On-Premises and Partner Hosted to enable our customers and partners to choose the best model for their needs.

## Monitoring, Analytics, Reporting and Recording for Unified Communications.

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