







MAF ICIMS™ Reporting vs. Native Microsoft Reporting

	MAF ICIMS™		 Online	 On-prem
User definable dashboard layout	✓	X	X	X
Filtering on dashboards	✓	Limited	Limited	Limited
Specify specific date / date range on dashboards	✓	X	X	X
Full report generation from dashboards	✓	X	X	X
User map (Full user activity for defined date range)	✓	Limited	Limited	Limited
Call quality index (User defined call quality criteria)	✓	X	X	X
User adoption map	✓	Limited	Limited	Limited
Realtime 'live' calls quality monitor	✓	X	X	X
Response Group statistics and Dashboards	✓	X	X	X
Realtime presence status	✓	X	X	X
User defined security policies / user profiles	✓	X	X	X
Conference dashboard	✓	Limited	Limited	Limited
Financial budget allocated to users per month	✓	X	X	X

MAF ICIMS™ Reporting vs. Native Microsoft Reporting

	MAF ICIMS™	 Teams	 Skype for Business On-line	 Skype for Business On-prem
Scheduled reports	✓	X	X	X
Report filtering	✓	Limited	Limited	Limited
Bespoke report design	✓	X	X	X
Drill through reporting	✓	X	X	X
AD Integration	✓	X	X	X
Reports in XLS, PDF, Word, CSV	✓	✓	✓	✓
Save reports as templates	✓	X	X	X
Security policies restricting views to defined OU's	✓	Limited using RBAC	Limited using RBAC	Limited using RBAC
Billing (Call costs) reporting using carrier tariffs	✓	X	X	X
Alerts (Exception reporting)	✓	X	X	X
Define date range	✓	If retained	If retained	If retained
Report distribution via email	✓	X	X	X
Response group / queues reporting and dashboard	✓	X	X	X

MAF ICIMS™ Reporting vs. Native Microsoft Reporting

	MAF ICIMS™ CC		 Online	 On-prem
Realtime 'live' calls wallboards	✓	N/A No Queues	X	X
Tile based wallboards for wall mounted displays	✓	N/A No Queues	X	X
Realtime presence dashboard	✓	X	X	X
Agent detail dashboard (Live and historical stats)	✓	X	X	X
Response Group / Queue performance summary	✓	N/A No Queues	X	X