



MAF ICIMS™ – Organization

Monitoring and Reporting for Unified Communications

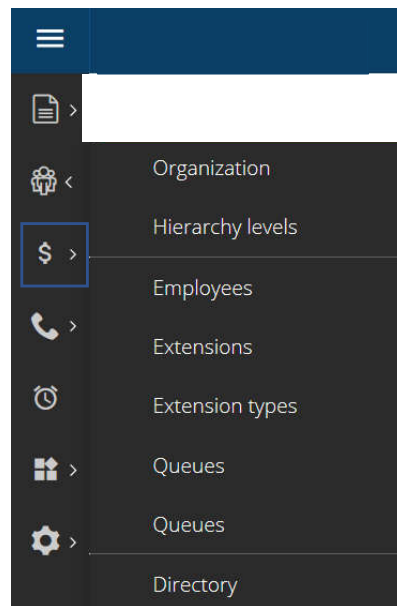


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OVERVIEW

The Organization section can be found from pop out menu located on the left-hand side of the screen.



From here you have 7 options; Organization, Hierarchy levels, Employee, Extensions, Extension types, Response groups and Directory

Organization: Where new user profiles are set up and previous profiles can be edited or deleted.

Security policies: A walk through wizard where new policies are defined and previous policies can be edited or deleted.

Active directory authentication: Defining and mapping of AD domain groups to security policies which automates the user logon process.

Organization

Selecting Organization takes you to the hierarchical view of the organization. An unlimited number of users can be set up to access MAF ICIMS™. To create a new user, click on New and complete the details in the right hand side box. Name, Password, Status (Active or Disabled) and (Optional) Expiration date for the user. You must then allocate a Security policy from the list.

Where multiple users are defined in the system the search box can be used to quickly locate a user. Search criteria is based on Name, Status (All, Active or Disabled) or Security Policy.

It is possible to select a user from the list and edit the details or delete the profile.

<input type="checkbox"/>	Name	Status	Expiration date...	Security policies
<input type="checkbox"/>	Trevor Jackson	Active		Sales
<input checked="" type="checkbox"/>	Razvan Pasare	Active		Manager
<input type="checkbox"/>	Archie Jackson	Active	24/01/20	Team Leader
<input type="checkbox"/>	Angela Hutton	Active	25/01/18	Sales
<input type="checkbox"/>	admin	Active		Administrator

Security Policies

An unlimited number of Security policies can be set up in MAF ICIMS™. To create a new policy, click on New and work through the wizard to define the parameters. Initially this is to name the new policy, select the site it is specific for or select all sites and add a text description if required. It is possible to copy the initial setting from any previously defined policy.

<input type="checkbox"/>	Name ↑	Is default	Site
<input type="checkbox"/>	Administrator	<input checked="" type="checkbox"/>	All Sites
<input type="checkbox"/>	Assistant	<input checked="" type="checkbox"/>	All Sites
<input type="checkbox"/>	Manager	<input type="checkbox"/>	CODE
<input type="checkbox"/>	Sales	<input type="checkbox"/>	CODE
<input type="checkbox"/>	Team Leader	<input checked="" type="checkbox"/>	All Sites

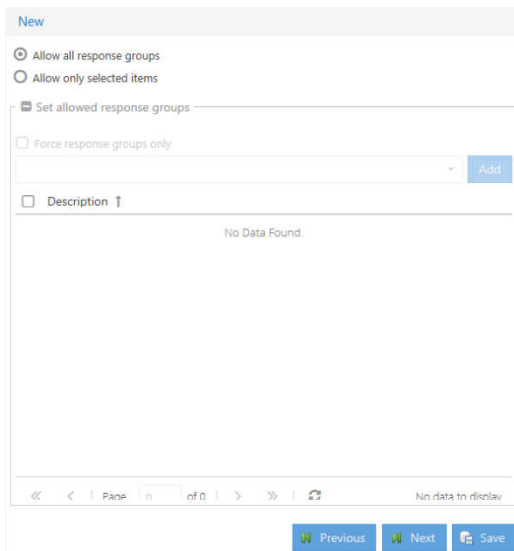
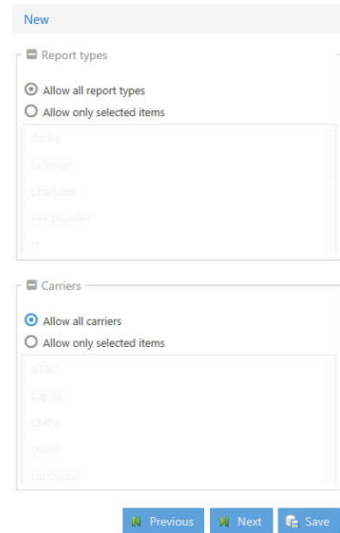
Clicking on next takes you to feature selections for the new policy. Use the checkbox to select the required features allowed for this profile. Those items with an arrow on the left indicates a further level of options.

Expand all Collapse all

- ▶ Administration
- Alarms
- Budget
- ▶ Client rights
- ▶ Dashboard
- Extended rights
- Health monitor
- IM Transcripts
- ▶ Organization structure
- Recordings
- ▶ Reports
- ▶ Tariffs

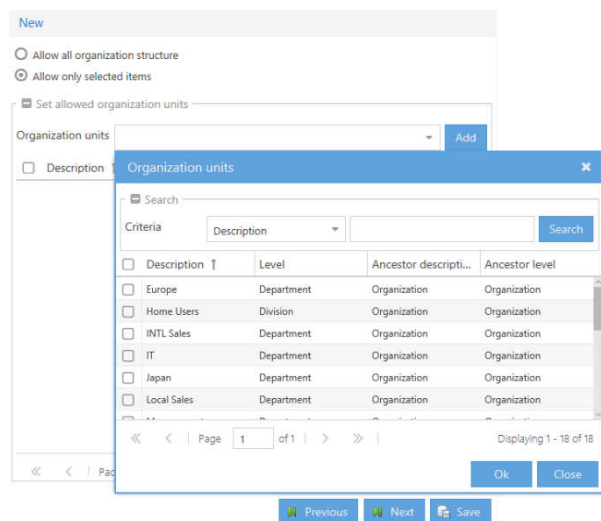
Previous Next Save

Clicking on next takes you to Report types and Carrier policy options. Report types are the folders used in the Report templates (Details on Report types can be seen in the Report tutorial). Select either all report types or select one or many from the Allow only selected items button. Carriers can be selected in a similar manner if the system has multiple carrier rate tables installed.

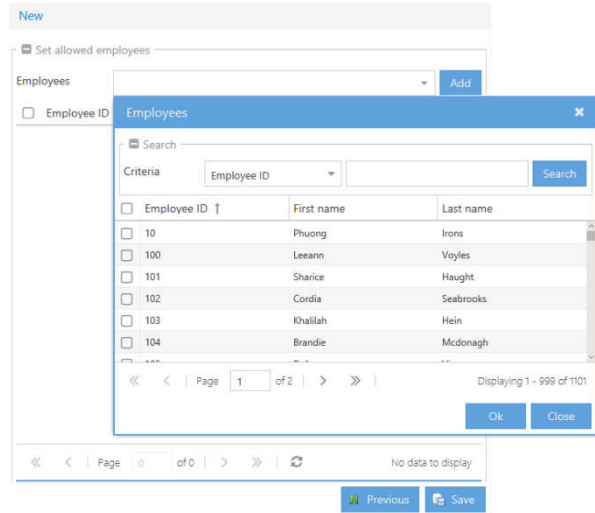


The next policy option is to Allow all or restricted Response Group reporting. Allow only selected items will let you choose one or many Response Groups.

Further restrictions can be applied to the areas of the organisation structure's data which is accessible with the new policy. Allow only selected items lets one or many departments to be chosen which can be seen in the pop out box from Organization units.



Further restrictions can be applied to the employee’s data which is accessible with the new policy. Allow only selected items lets one or many employees to be chosen which can be seen in the pop out box from Employees.

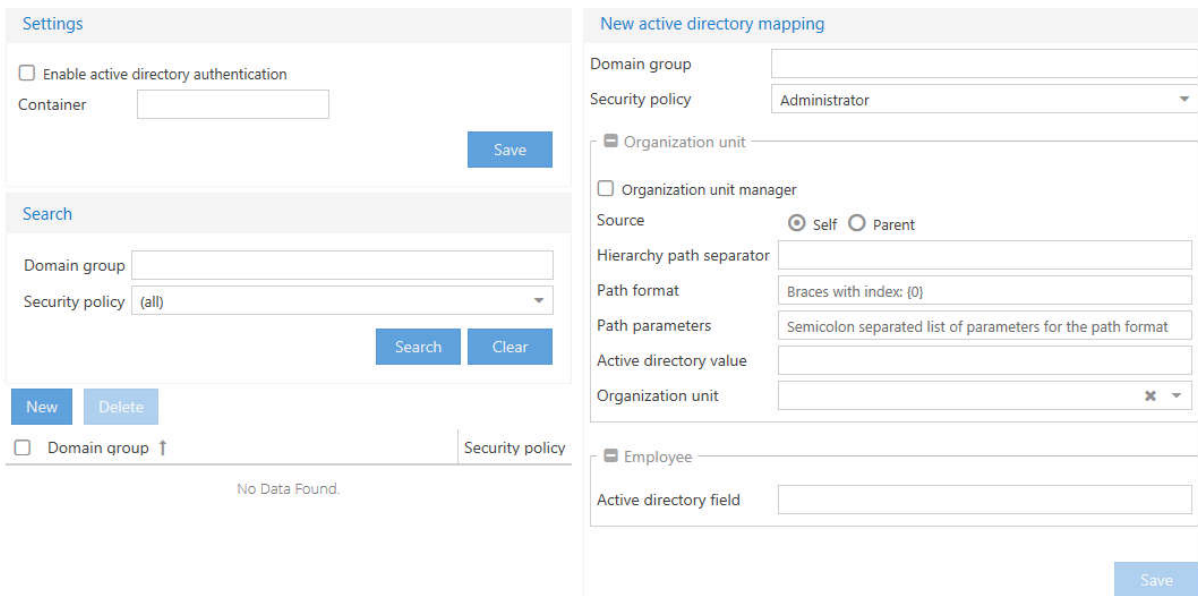


The new policy is now ready and can be saved and allocated to user profiles or domain groups used with AD Authentication.

Active Directory Authentication

Authentication is the process by which the system validates a user's logon or sign-in information. A user's name and password are compared against an authorized list, and if the system detects a match, access is granted to the extent specified in the security policy for that user.

Domain groups from active directory are mapped with security policies enabling users access only to the part of the system that the profile allows. Multiple domain groups can be created.



About MAF InfoCom™

Formed in 2000, MAF InfoCom™ is a leading innovative technology provider with almost 20 years' experience in delivering solutions for Monitoring, Analytics, Reporting and Recording of telephony and Unified Communications, Call Management, Billing & Call Accounting.

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 the largest provider of UC reporting solutions.

With the market trend towards Unified Communications we expand our sales across the globe rapidly. Our solutions work with every major (IP)PBX and UC manufacturer platform.

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.

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