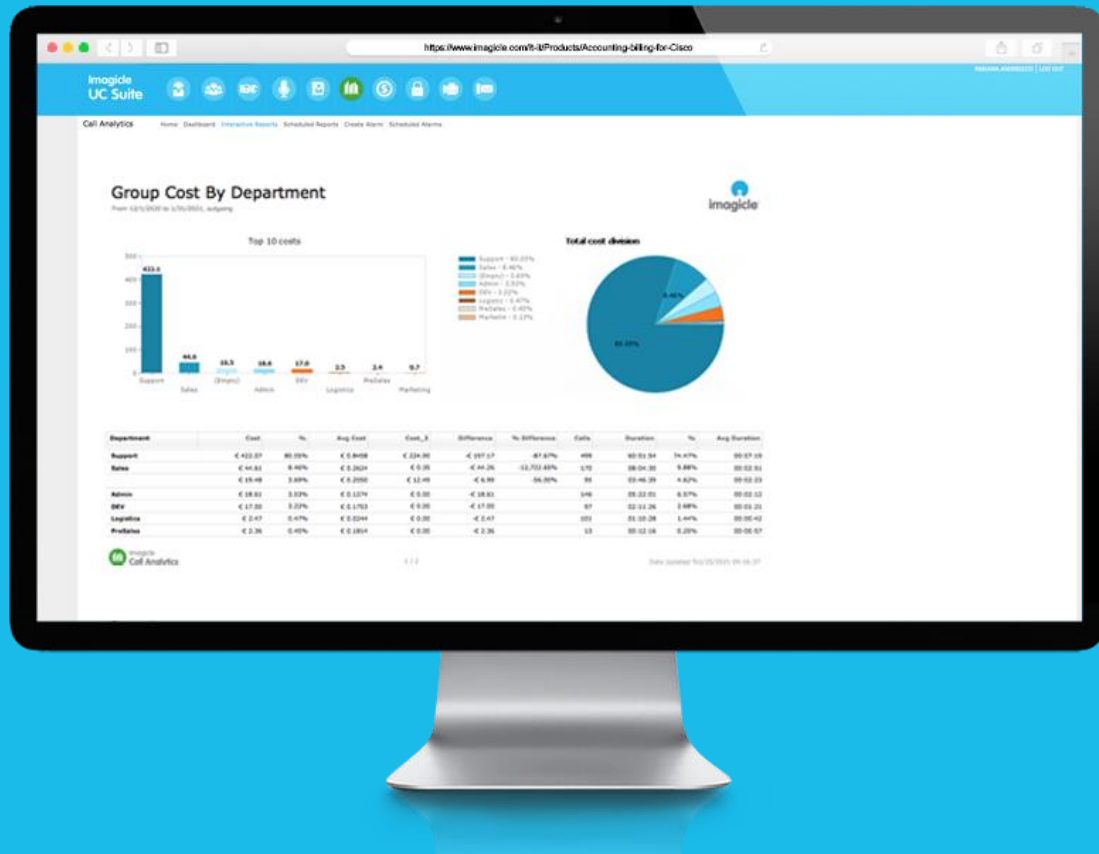


Call Analytics Enterprise

User Guide

Included in the Imagicle UCX Suite for Cisco UC

Rel. Winter 2024



© Copyright 2010-2024 Imagicle Spa – All rights reserved. Imagicle and the Imagicle logo are Imagicle spa registered marks, all other marks belong to their respective owners. Specifications and information in this document may vary without notice. Pictures in this document are provided only as a guide; products may change. Although every effort has been taken to achieve the highest levels of accuracy on the content of this document, due to continuous updates and developments of the applications Imagicle spa does not guarantee a full accuracy and declines any liability for errors or missing parts. This document must be considered for information only and will not be acquired as a contract document or specification.

Content

CALL ANALYTICS ENTERPRISE USER GUIDE	1
1 INTRODUCTION	4
1.1 PURPOSE OF THIS DOCUMENT	4
1.2 IMAGICLE UCX SUITE OVERVIEW.....	4
2 CALL ANALYTICS ENTERPRISE – USER WEB INTERFACE	5
2.1 CALL ANALYTICS HOME PAGE	6
2.2 CALL ANALYTICS DASHBOARD.....	8
2.3 CALL ANALYTICS REPORTS.....	9
2.4 CALL ANALYTICS ALARMS	11
3 BUDGET CONTROL MODULE	12
4 PHONE LOCK MODULE.....	13
4.1 PHONE LINE LOCKING OPTIONS	13
4.2 CISCO IP PHONE INTERFACE	15
5 GADGETS FOR CISCO JABBER AND WEBEX CLIENTS.....	17
5.1 CALL ANALYTICS GADGET	17
5.2 BUDGET CONTROL GADGET.....	18
5.3 PHONE LOCK GADGET	19

1 Introduction

1.1 Purpose of this document

This guide has been created to allow Imagicle Call Analytics Enterprise users, supervisors and administrators to access phone traffic information and generate specific reports, customized with a choice of fields and filters to get exactly the required analysis.

Imagicle Call Analytics offers three means of accessing call accounting and billing data:

- Web portal
- Jabber Desktop/Mobile
- Webex Desktop client

For all of them, each user can leverage existing LDAP/Active Directory credentials to login to Imagicle Call Analytics web portal, without having to learn an additional username and password.

The access is fully managed by an intuitive and easy to use web interface, available in six different languages: English, German, French, Spanish, Arabic and Italian.

In an international multi-site environment, each user has a localized access to Imagicle server with own language.

1.2 Imagicle UCX Suite overview

Imagicle Call Analytics is included in the Imagicle UCX Suite, which provides a set of best in class applications empowering and simplifying existing collaboration offering.

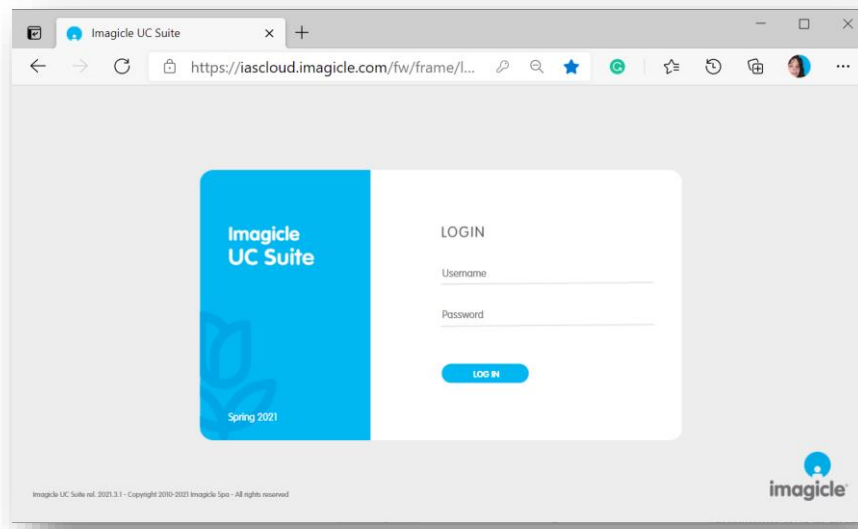
The Imagicle UCX Suite addresses the needs of organizations from any vertical, providing an awesome experience to all users, from their Jabber desktop and mobile clients, Webex clients, IP Phones, browsers, and mobile devices (iOS-Android Smartphones & tablets).

All the applications can be accessed through an easy to use Web Interface: Digital Fax, Call Recording, Contact Manager Services-CallerID-ClickToCall, Attendant Console-CTI-Advanced Queueing, and more.

The web portal provides users a single integrated environment to get access to all functionalities by logging in once.

2 Call Analytics Enterprise – User Web Interface

Call Analytics provides its own web portal, that you can access with your own credentials. Just open a supported web browser, like Edge, Firefox, Chrome or Safari, and enter the name or IP address of Imagicle server. This will bring the Imagicle Suite login page:

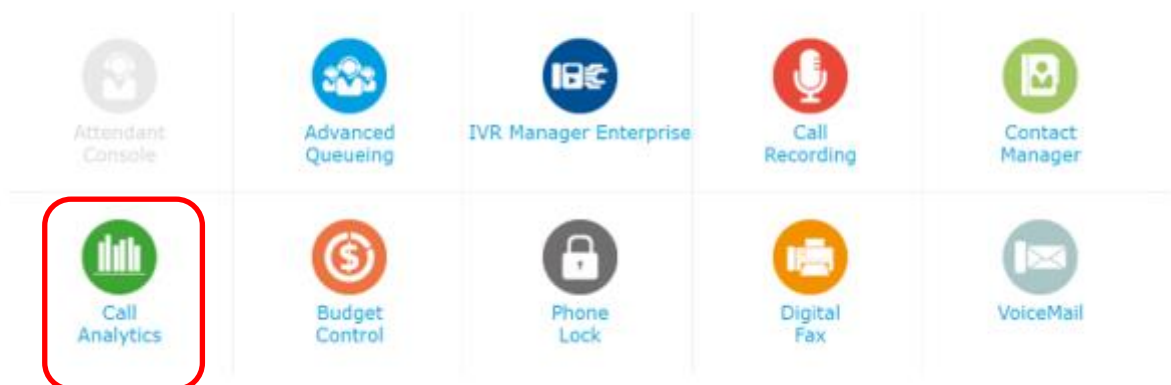


Normally, users' credentials are the same as Windows PC logon (Active Directory). Pls. contact your IT administrator for further details.

Once logged in, Imagicle Suite's main menu is displayed, showing all application available to users. Pls. click on "Call Analytics" icon to access to call accounting and billing pages.

IMPORTANT Based on your privilege, you can have access to your calls only (simple user), to all calls of your department, cost center or office location (supervisor) or all calls (administrator).

Welcome John Smith



2.1 Call Analytics Home page

Main Call Analytics web page is named “**Home**”. This page is refreshed in real-time and it shows the following information:

- Top 20 incoming/outgoing calls performed by the user using any phone device associated to own extension number. For each call, you will have available: time stamp (based on default time zone), call duration, cost and involved telephony gateway.
- A summary dashboard with total number of answered calls and missed calls, total costs and average conversation time
- Shortcuts to most used public/personal reports (see paragraph 2.3)

Below you can see a Call Analytics home page sample.

Call Analytics

[Home](#)

[Dashboard](#)

[Interactive Reports](#)

[Scheduled Reports](#)

[Create Alarm](#)

[Scheduled Alarms](#)


Last Calls

Top 10 20 50 100 200 Refresh


TYPE	EXTENSION	EXTENSION NAME	NUMBER	DATE	TIME	DURATION	COST	GATEWAY
📞	731	Sonnino Andrea	026677****	4/27/2015	12:28:16 PM	00:00:00	0.00	Milano
📞	731	Sonnino Andrea	366316****	4/27/2015	11:56:03 AM	00:00:00	0.00	Milano
📞	731	Sonnino Andrea	065728****	4/27/2015	11:49:53 AM	00:00:34	0.00	Viareggio
📞	731	Sonnino Andrea	201	4/27/2015	11:49:38 AM	00:00:15	0.00	Internal calls
📞	731	Sonnino Andrea	0633****	4/24/2015	2:29:50 PM	01:40:25	9.01	Milano
📞	731	Sonnino Andrea	331239****	4/24/2015	12:32:41 PM	00:00:00	0.00	Milano
📞	731	Sonnino Andrea	024540****	4/24/2015	12:31:25 PM	00:00:24	0.07	Milano
📞	731	Sonnino Andrea	024388****	4/24/2015	11:38:19 AM	00:07:07	0.00	Viareggio
📞	731	Sonnino Andrea	201	4/24/2015	11:38:05 AM	00:00:14	0.00	Internal calls
📞	731	Sonnino Andrea	****	4/23/2015	10:29:12 AM	00:00:31	0.00	Milano
📞	731	Sonnino Andrea	366316****	4/23/2015	8:40:55 AM	00:00:17	0.09	Milano
📞	731	Sonnino Andrea	366316****	4/23/2015	8:38:12 AM	00:00:00	0.00	Milano
📞	731	Sonnino Andrea	335737****	4/22/2015	4:59:11 PM	00:00:00	0.00	Milano
📞	731	Sonnino Andrea	732	4/22/2015	4:37:34 PM	00:04:46	0.00	Internal calls
📞	731	Sonnino Andrea	0119****	4/22/2015	3:05:16 PM	00:41:16	0.00	Viareggio
📞	731	Sonnino Andrea	201	4/22/2015	3:05:01 PM	00:00:15	0.00	Internal calls
📞	731	Sonnino Andrea	058494****	4/21/2015	9:43:31 AM	00:00:06	0.07	Milano

My dashboard


Euro 15.20

 Current month total cost


108

 Current month total calls


00:05:13

 Current month average duration

00:00:07

 Current month average ring time

1

 Today missed calls

Public Reports

Call List
Unanswered calls
Group By Department
Group By Cost Centre
Group By Department and Extension

[Report List](#)

Personal Reports





Call List di Christian

[Report List](#)

Report History

05/11/14 15:39 Call List
24/10/14 12:58 Trend analysis
28/01/14 15:14 Call List di Christian
22/01/13 15:49 Group Cost By Department
10/09/12 17:00 Out Calls Group By Two Custom Fields

First column "TYPE" shows call direction/type, as described in below list:

-  Incoming call from PSTN
-  Outgoing call to PSTN
-  Missed incoming/outgoing call
-  Internal call (always documented twice)

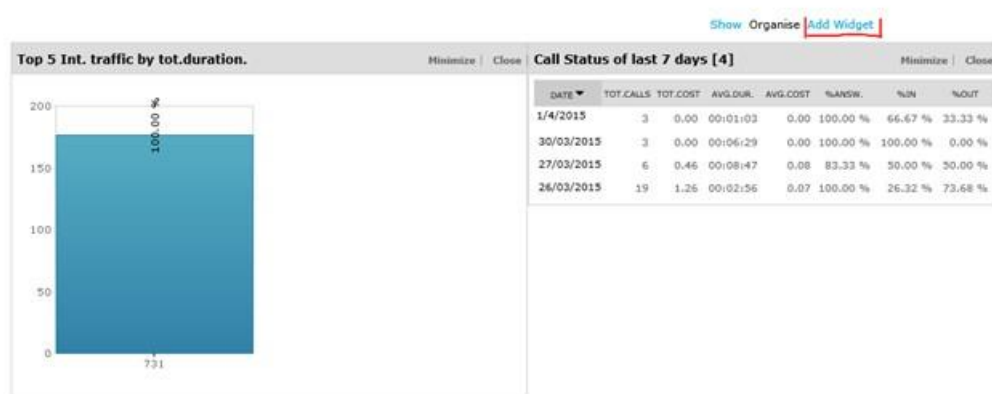
Pls. note that PSTN called/calling party numbers might be partially hidden by asterisks, for privacy reasons.

By clicking on any internal/PSTN **bold** phone number available into Last Calls list, a filtered report will be automatically launched, listing all calls performed by the user from/to that specific phone number.

2.2 Call Analytics Dashboard

Next Call Analytics web menu item is the “**Dashboard**”. This user’s customized web page shows statistical data related to user’s phone traffic, based on default time zone. You can add/remove dashboard’s “Widgets” of your choice and decide where to place them on screen, too.

Call Analytics Home **Dashboard** Interactive Reports Scheduled Reports Create Alarm Scheduled Alarms



Each widget can be removed by clicking on relevant “Close” option, or it can be minimized (reduce to a single line) by clicking on “Minimize” button.

To add a new widget, just click on “Add Widget” and flag those you wish to appear on dashboard, specifying target screen zone using relevant pull-down menu:

Report Catalog

Control Gallery

- ☐ This Week Top Costs by Area
- ☐ Today Top % Costs by Destination
- ☐ This Week Top Costs by Extension
- ☐ This Week Top Costs by Date
- ☐ Today Costs by Hours
- ☒ Today Top % Costs by Depart.
- ☒ Today Top % Costs by Area
- ☐ Top 5 Int. traffic by tot.duration.
- ☒ Last 30 Day Personal Traffic Analysis
- ☒ Today Call Status by Department
- ☐ Today Call Status by Area
- ☐ Call Status of last 7 days
- ☐ Last Calls Report

Target Zone: **Bottom Right**

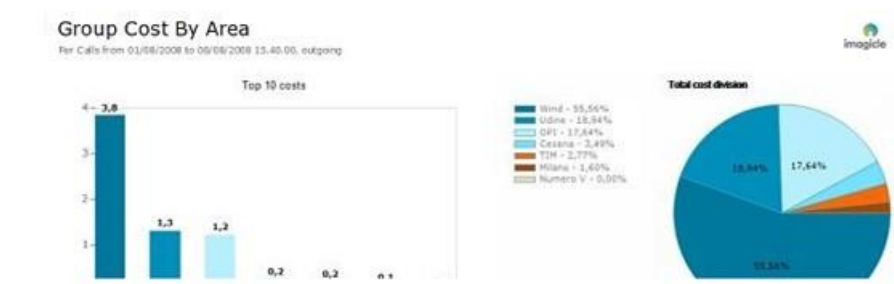
2.3 Call Analytics Reports

Next Call Analytics web menu item is “**Interactive Reports**”. This web page shows a list of all available billing reports, grouped by report category.

Public Reports are preconfigured and ready to use reports and graphical dashboards, supplied by Imagicle with each Call Analytics installation. Each report can be further customized, using filters and groupings, and saved as a Personal Report for a quick execution with a single click.

A screenshot on top of the screen shows a preview of selected report, which is very useful to quickly determine the layout and content of the report.

Call Analytics Home Dashboard **Interactive Reports** Scheduled Reports Create Alarm Scheduled Alarms



Personal Reports

1-Call Monitor

Public Reports

1-Call Monitor

2-Incoming Call Analysis **New!**

3-Cost Analysis

Execute Options	Phone Bill _ What is the cost of the calls?
Execute Options	Group Cost By Area _ What is the cost distribution by Area?
Execute Options	Group Cost By Department _ What is the cost distribution by Department?
Execute Options	Group Cost By Extension _ What is the cost distribution by Extension?
Execute Options	Group Cost By Operator _ What is the cost distribution by Operator?
Execute Options	Group Cost By Cost Centre _ What is the cost distribution by Cost Centre?
Execute Options	Group Cost By Gateway _ What is the cost distribution by Gateway?
Execute Options	Group Cost By Nation _ What is the cost distribution by Nation?
Execute Options	Group Cost By Number _ What is the cost distribution by Number?
Execute Options	Group Cost By Destination Type _ What is the cost distribution by Destination Type?

4-Group Analysis

You can launch a report using default filter settings by just clicking on “Execute” button. Else you can click on “Options” button to display filter settings and adjust them to fit your needs.

Pls. have a look at next page screenshot sample:

Report Options

- Call List

☒ Traffic type: External
☒ Per calls with date: Related to a Time interval 2021-02-01 00:00 2021-02-24 00:00
☐ Per restricted group of: One or more gateways...
☒ Per restricted group of: One or more extensions... 211; 729; 731;
☒ Per call type: Outgoing answered
☒ With destination/origin: International numbers
☐ Maximum number of calls:
☒ More restrictions:

Number Equal 006599775544 OR
 Duration Greater or equal 20

Time zone: (UTC-05:00) Eastern Time (US & Canada)
 Field Selection:

Run Report Save Report Send Mail Schedule

Above sample shows how to setup filters for the following billing data:

- External PSTN calls only
- Calls performed between February 1st and March 24th, 2021
- Calls related to phone extensions 211, 729, 731
- Outgoing calls only, answered by remote party
- International calls only
- Called number = 006599775544 or Duration is greater than or equal to 20 seconds
- Reference time zone: Eastern Time

Once filter setup is done, you can “Run Report” and get results based on above filters. Once report has been executed, you can send it to multiple email recipients as Excel or PDF attachment, by clicking on “Send Mail” button).

You can also save the report settings into a [Personal Report](#) by clicking on “Save Report” button. There you can add a personalized name, a report description and a report group (category).

Each report can be configured to be automatically executed and sent by email to user(s) with specific intervals, so you can get the needed reports into own email box without having to access to web portal.

This is accomplished by clicking on “Schedule” button. Here you can set email subject, body text, email address, report format (Excel or PDF) and schedule recurrence. Report can be scheduled by minute, day, week or monthly base and it is not sent if empty. See screenshot sample below:

Schedule

Description My own monthly call list report

Mail body [[FILTER]]

Send to E-mail address: john.smith@company.com

Attach as PDF Acrobat ☒ Don't send email if report is empty

Recurrence
 Start date 2021-03-31
 Start time Every 17:30 1 Months

OK Cancel

Each scheduled report is listed into “Scheduled Reports” Call Analytics menu.

2.4 Call Analytics Alarms

Next Call Analytics web menu item is **“Create Alarm”**. This web page allows you to schedule an email alert upon various type of alarms related to phone traffic. This includes:

- **Calls outside working hours**: to periodically receive an alert when somebody is making phone calls outside of ordinary working hours. The relevant opening hours can be set directly into alarm configuration. Email recurrence and email address(es) are also configurable for this alarm.
- **Calls to numbers**: to periodically receive an alert when somebody is making phone calls to a list of forbidden phone numbers or prefixes, added into alarm configuration. Email recurrence and email address(es) are also configurable for this alarm.
- **Find who is spending more than**: to periodically receive an alert when a user or a group of department/cost center users are spending more than a certain amount of money for phone calls. Maximum budget can be set directly into alarm configuration. Email recurrence and email address(es) are also configurable for this alarm.
- **Missed calls**: to periodically receive an alert when a single phone extension or a list of extensions are experiencing too many missed calls. The relevant phone extensions list can be set directly into alarm configuration. Email recurrence and email address(es) are also configurable for this alarm.
- **International calls**: to periodically receive an alert when somebody is making international phone calls. Email recurrence and email address(es) are also configurable for this alarm.
- **Monitor if no calls are acquired during working hours**: to periodically receive an alert when Call Analytics is not getting any call records from telephony system during ordinary working hours. The relevant opening hours can be set directly into alarm configuration. Email recurrence and email address(es) are also configurable for this alarm.
- **Monitor outgoing calls to unrecognized destinations**: to periodically receive an alert when Call Analytics is getting call records from telephony system about outgoing PSTN calls to unknown destinations (i.e. an international country code not defined). It is possible to configure the minimum number of unrecognized calls to trigger the alarm. Email recurrence and email address(es) are also configurable for this alarm.
- **Calls to/from extensions not defined**: to periodically receive an alert when somebody is performing phone calls from phone extensions which are not defined into Call Analytics users' database. Email recurrence and email address(es) are also configurable for this alarm.

Pls. note that email alert will be sent only if there is an alarm to report (specific user's configurable flag available for each alarm).

Each scheduled alarm is listed into **“Scheduled Alarms”** Call Analytics menu. See sample below:

Call Analytics

Home

Dashboard

Interactive Reports

Scheduled Reports

Create Alarm

Scheduled Alarms

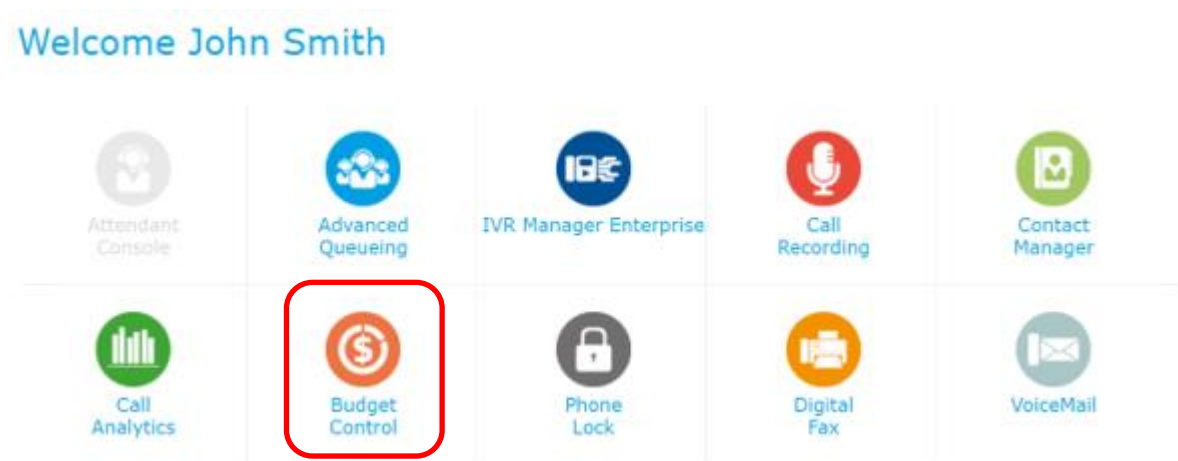
Refresh

ACTIVE	ACTIONS	USER	PLANNING DESCRIPTION	LAST RUN	LAST MESSAGE	NEXT RUN
<input checked="" type="checkbox"/>	Delete Edit	massimilia	Calls to numbers... Send Alarm via Email every 5 Minutes in HTML format to mp@imagicle.com	4/2/2015 4:35:00 PM	Attivo	Today 4:40 PM
<input checked="" type="checkbox"/>	Delete Edit	massimilia	Missed calls: Send Alarm via Email every 5 Minutes in HTML format to mp@imagicle.com	4/2/2015 4:35:00 PM	Attivo	Today 4:40 PM

3 Budget Control module

“**Budget Control**” module, included in Imagicle call Analytics Enterprise license, allows each user to check how much residual budget do they have for phone calls during a specific time period. Administrator can assign a budget to single user or to a group of users sharing same dept. or cost center. In both cases, user can verify current budget situation from Imagicle web portal or from Jabber/Webex gadget and react accordingly.

To access to current budget status, pls. click on “Budget Control” icon from main menu.



“**My budgets**” web page appears, where assigned budget and remaining budget are displayed. This page also shows budget period (weekly or monthly) and phone status, if Imagicle PhoneLock module is enabled. See screenshot sample below:

Budget Control [My budgets](#)

Monthly (100.00)	History
Budget: Current: Period:	
	100.00 Euro 00.00 Euro Monthly
Remaining budget: Until date: Phone state:	
	100.00 Euro 03/04/15 Unlocked

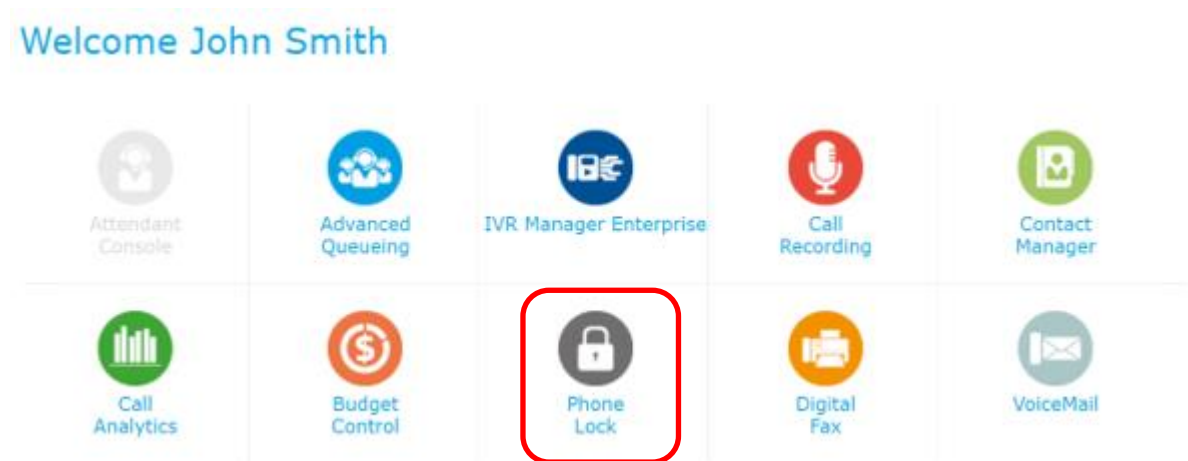
“History” tab, accessible from same “My budgets” web page, shows a list of all actions triggered by Budget Control applications since budget assignation. This includes phone lock/unlock, notification emails sent to user and residual budget re-assigned to next period (if any).

Monthly (100.00) History

4 Phone Lock module

“**Phone Lock**” module, included in Imagicle call Analytics Enterprise license, allows users to manually lock and unlock own extension number, thus disabling outgoing calls from any phone device associated to it. Phone Lock application is available to Cisco IP Phones/softphones registered to Cisco UCM, HSC or Webex Calling Dedicated calling platforms.

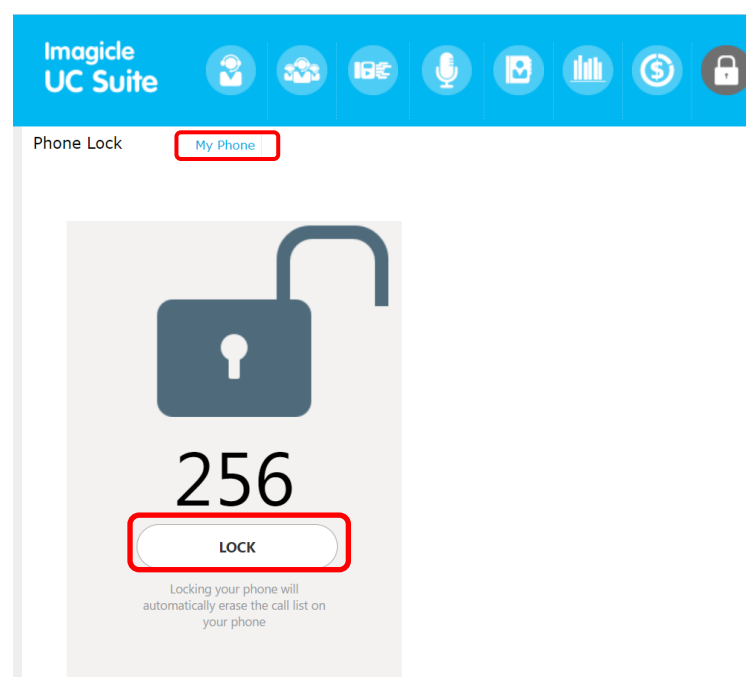
Pls. click on “Phone Lock” icon to access to relevant web pages from main menu.



4.1 Phone line locking options

“**My Phone**” web page appears. This page allows you to lock/unlock your phone extension number. This feature is self-explaining: just hit the button to change lock status. Above lock icon will change accordingly.

See a web page sample below:



If you have administrator/superuser permissions, you can also access to “Users” page, which includes a list of all your department users with relevant lock status (lock icon). From this page, administrator has the option to administratively lock any phone extension by ticking on relevant “ADMIN LOCK” checkbox. Moreover, it is also possible to change personal numeric PIN used to manually lock/unlock extension number from Cisco IP Phone. See web page sample below.

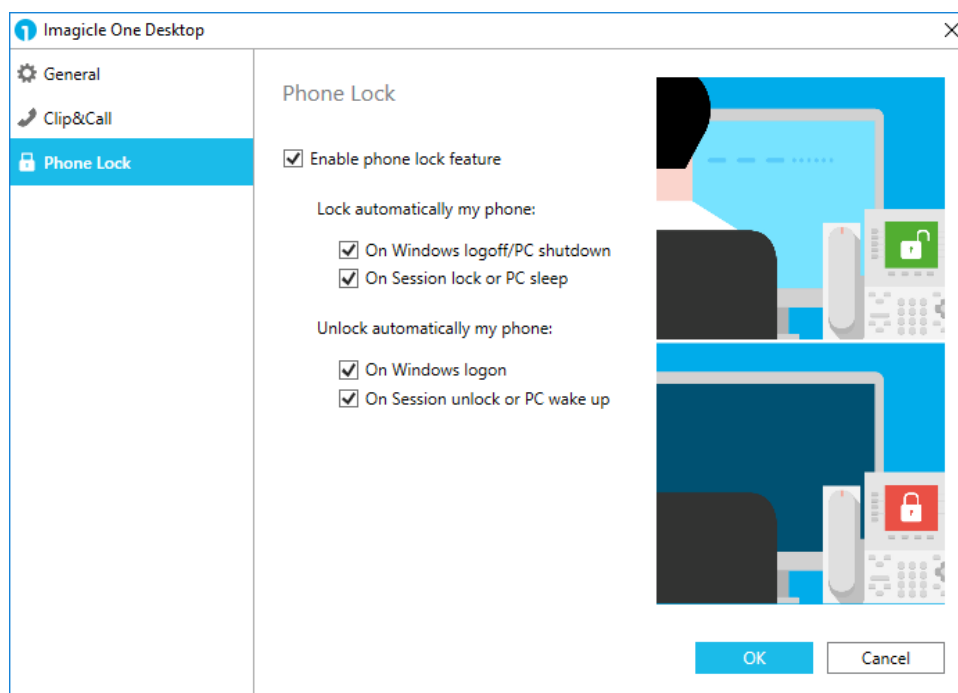
Phone Lock

My Phone **Users**

Refresh

USERNAME	FIRST NAME	LAST NAME	EXTENSION NUMBER	STATUS	ADMIN LOCK	PIN
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			
anas_assil_imagicle	Anas	Assil	401		<input type="checkbox"/>	
andrea_rivaben_imagicle	Andrea	Rivaben	735		<input type="checkbox"/>	
andrea_sonnino_imagicle	Andrea	Sonnino	731		<input checked="" type="checkbox"/>	
andrea_valleriani_im	Andrea	Valleriani	212		<input type="checkbox"/>	
FaxGroup1	FaxGroup 1	Imagicle Test				
faxtest	FaxTest					
francesco_iuliano_im	Francesco	Iuliano	228		<input type="checkbox"/>	

It is also possible to lock/unlock your phone extension number via Imagicle OneDesktop PC tool:



Phone lock tab grants the access to automatic phone lock feature, based on your Windows PC login/logout or session status.

You can either decide to automatically lock/unlock your phone line, according to Windows logout/login action performed on your PC. Two flags are available for this purpose, allowing to configure locking feature with the maximum flexibility.

Same thing applies for automatic phone line's lock/unlock, according to Windows session lock action performed on your PC. Two flags are available for this purpose, allowing to configure locking feature with the maximum flexibility.

4.2 Cisco IP Phone Interface

Phone Lock provides its access from most Cisco IP phones equipped with an LCD display and supporting XML phone services, like 69XX, 79XX, 88XX, 89XX, 99XX.

Cisco IP Phones must be registered to Cisco UCM, HSC or Webex Calling Dedicated calling platforms.

To access Phone Lock service, you just have to press “Service” button on your IP Phone. If it does not connect, please ask your system administrator to enable it.

Pls. see an example below:



4.2.1 Locking/unlocking your extension number from IP Phone

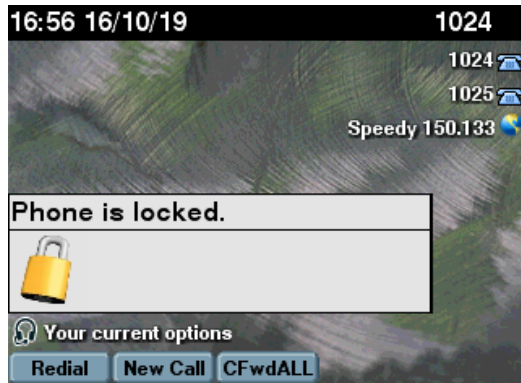
Once into “Phone Lock” phone menu, you can select first option to lock or unlock own extension. When this option is selected, you are prompted to enter your personal 4-digit numeric PIN to confirm lock status change. See sample below.



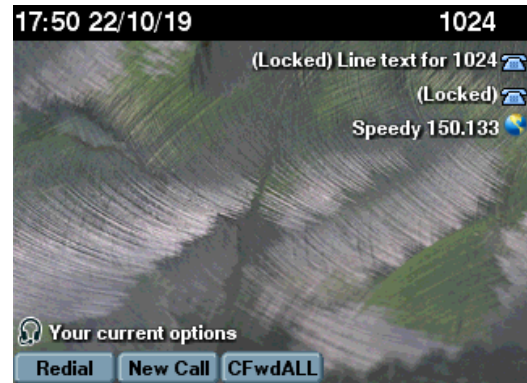
If you don't know what is your personal PIN number, pls. contact your IT Administrator.

4.2.2 Lock status notification

Depending on Cisco IP Phone model/series, lock status indication might appear on phone display in different ways. In some cases, it is just a text notification; in some others, it also include a graphical “lock” icon. See few samples below:



XML popup message, with “lock” icon



Lock notification text included in phone line

4.2.3 Change personal PIN number from IP Phone

Second option available into “Phone Lock” phone menu allows you to change your personal 4-digit PIN number. When this option is selected, you are prompted to enter your existing personal 4-digit numeric PIN and your new PIN number. See sample below.

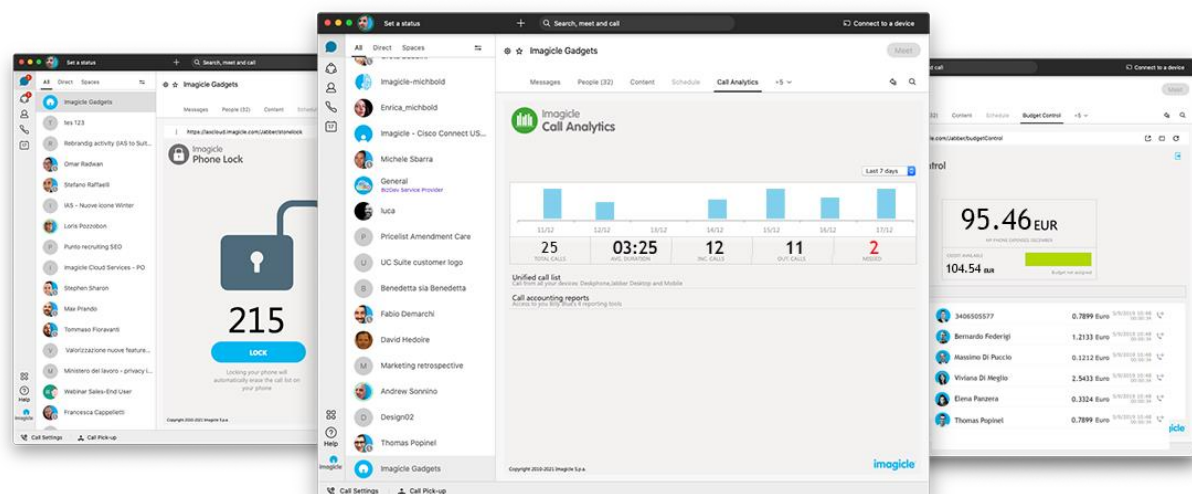


5 Gadgets for Cisco Jabber and Webex clients

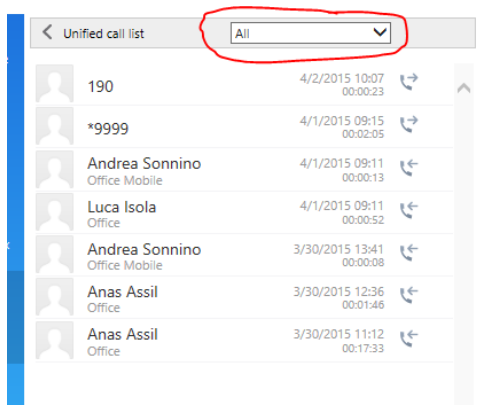
Imagicle has developed three specific gadgets for Jabber Desktop/Mobile and Webex Desktop clients, which allows you to access to real-time billing, budget information and phone lock trigger. You can login to gadgets by leveraging same credentials you use for web portal. The administrator can decide to keep the gadget sessions alive for a long period of time, as per your local policies.

5.1 Call Analytics gadget

Imagicle Call Analytics includes a free gadget called **Call Analytics** which offers a graphical view of all your outgoing calls, performed during current day, last day and last 7 days (pull-down menu on top right).



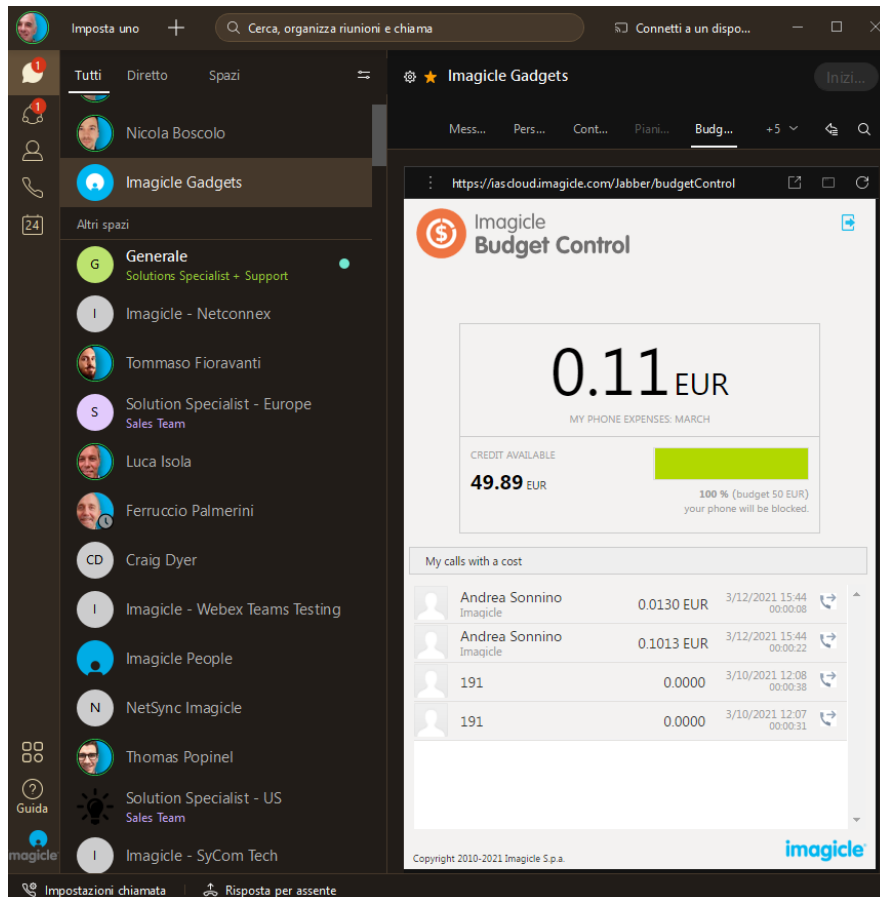
Unified call list option displays the call registry of incoming/outgoing/missed calls performed by your phone extension, whatever phone device you have used. See screenshot sample below:



A pull-down menu allows you to filter call registry by incoming/outgoing/missed calls. Moreover, same gadget grants you a direct access to Call Analytics reports list, to obtain more detailed information about your phone traffic and relevant costs. Pls. click on "Call accounting Reports" to trigger a browser pop-up with Call Analytics Reports (see par. 2.3)

5.2 Budget Control gadget

Budget Control module includes a free gadget, called **Budget Control** which offers you a graphical view of current calls cost during budget period and residual credit for PSTN outgoing calls.



The screenshot shows the Imagicle Budget Control gadget interface. The main panel displays the following information:

- 0.11 EUR** (MY PHONE EXPENSES: MARCH)
- CREDIT AVAILABLE: 49.89 EUR** (100 % (budget 50 EUR) your phone will be blocked.)
- My calls with a cost** table:

Contact	Cost (EUR)	Date/Time	Action
Andrea Sonnino (Imagicle)	0.0130	3/12/2021 15:44	Call icon
Andrea Sonnino (Imagicle)	0.1013	3/12/2021 15:44	Call icon
191	0.0000	3/10/2021 12:08	Call icon
191	0.0000	3/10/2021 12:07	Call icon

The sidebar on the left lists various contacts and spaces, including 'Generale', 'Imagicle - Netconnex', 'Tommaso Fioravanti', 'Solution Specialist - Europe Sales Team', 'Luca Isola', 'Ferruccio Palmerini', 'Craig Dyer', 'Imagicle - Webex Teams Testing', 'Imagicle People', 'NetSync Imagicle', 'Thomas Popinel', 'Solution Specialist - US Sales Team', and 'Imagicle - SyCom Tech'.

Budget Control gadget also includes a list of most recent outgoing calls, which are accountable for phone calls budget.

5.3 Phone Lock gadget

Phone Lock module includes a free gadget called Phone Lock, which allows any user to manually lock/unlock own extension number.

This feature is self-explaining: just hit the button to change lock status. Above lock icon will change accordingly.

