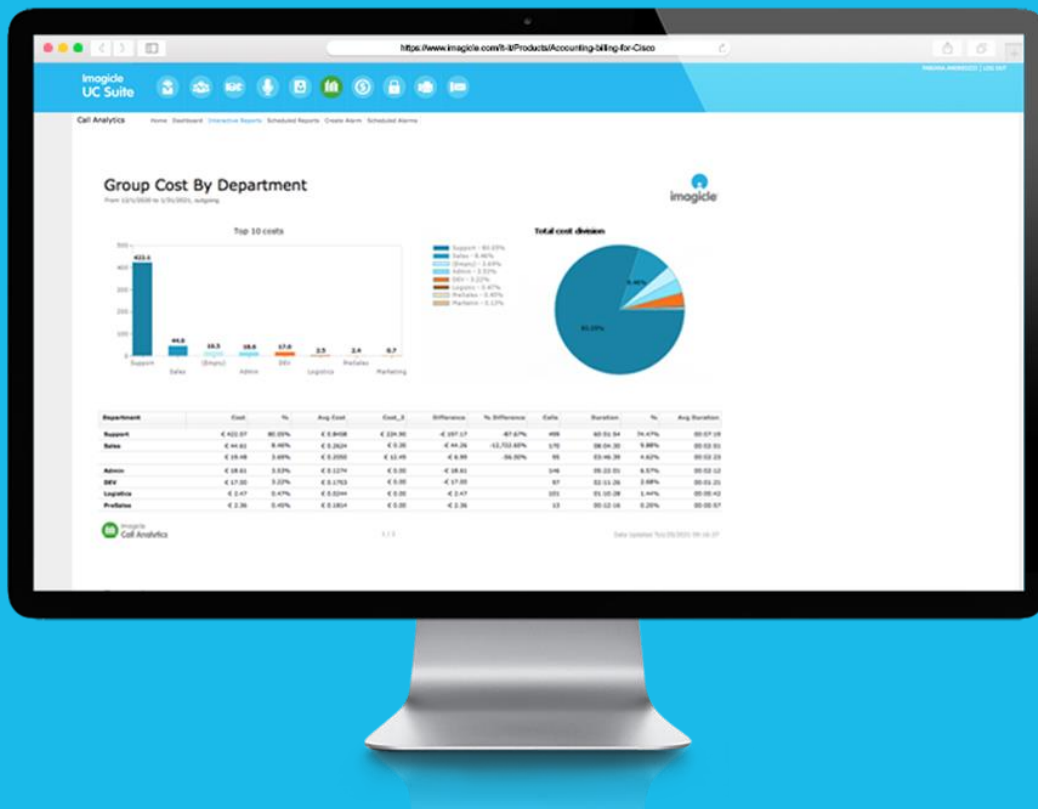


Call Analytics Enterprise

User Guide

Included in the Imagicle UCX Suite for Microsoft UC

Rel. Spring 2024



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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 provides a web portal to access to call accounting information. Each user can use existing Active Directory credentials to login to Imagicle Call Analytics server, 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.

1.2 Imagicle UCX Suite overview

Call Analytics Enterprise is included in the UCX Suite for Microsoft UC, 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 browsers and MS-Teams client.

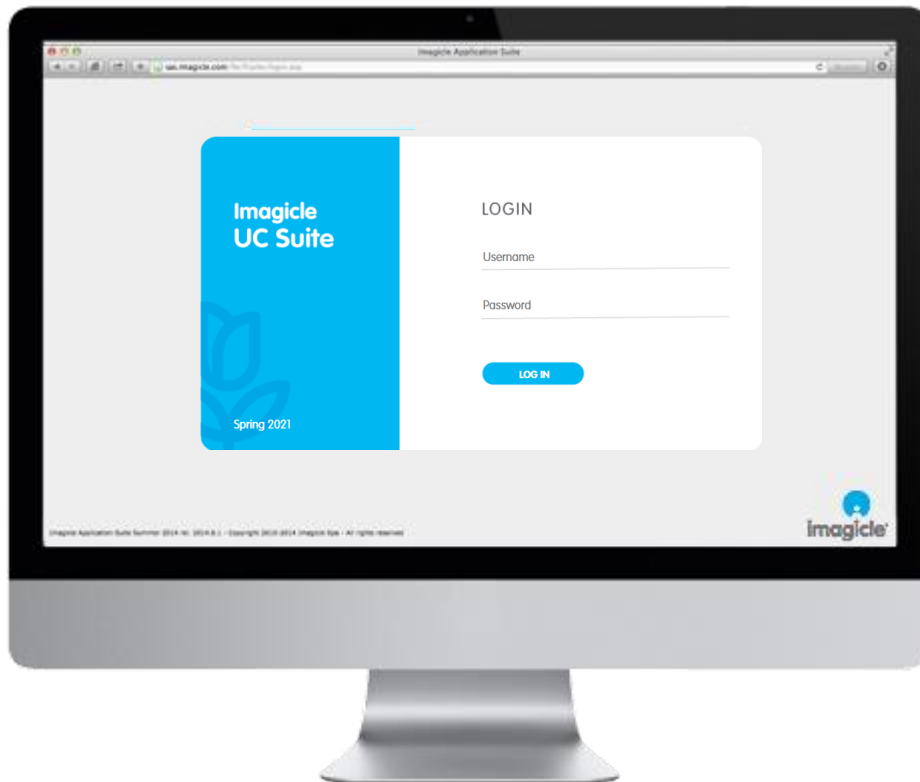
All the applications can be accessed through an easy to use Web Portal: Digital Fax, Contact Manager, Attendant Console, Advanced Queueing, Auto Attendant, and more.

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

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

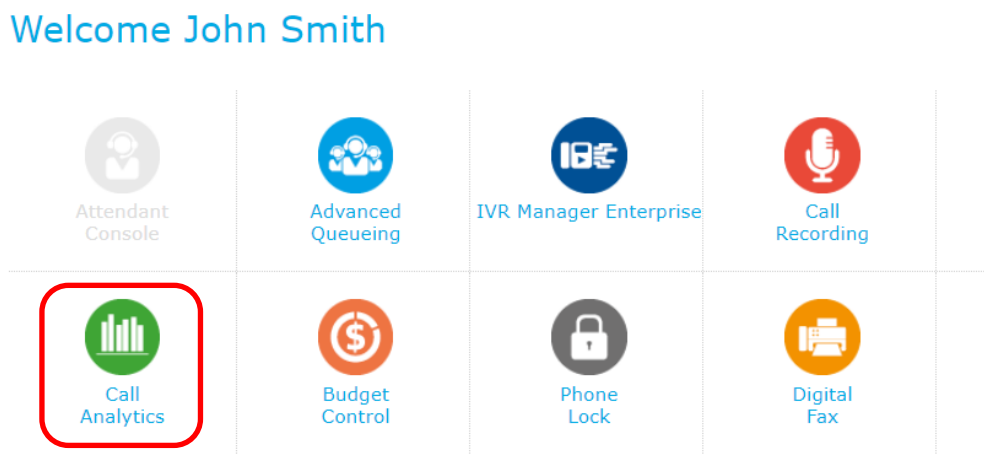
2 Call Analytics Enterprise – User Web Interface

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 (supervisor) or all calls (administrator).

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 through own MS-Teams client. For each call, it is available time stamp (based on default time zone), call duration, cost and involved 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

Public Reports		Personal Reports	
Call List	Unanswered calls	Call List di Christian	Report List
Group By Department	Group By Cost Centre		Report List
Group By Department and Extension			

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

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 Field

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

- Incoming call from PSTN
- Outgoing call to PSTN
- Missed incoming/outgoing call

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.

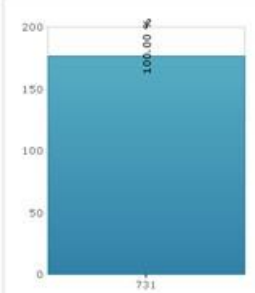
2.2 Call Analytics - Dashboard

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

Show Organise **Add Widget**

Top 5 Int. traffic by tot.duration. Minimize | Close



Call Status of last 7 days [4] Minimize | Close

DATE	TOT.CALLS	TOT.COST	AVG.DUR.	AVG.COST	%ANSW.	%IN	%OUT
1/4/2015	3	0.00	00:01:03	0.00	100.00 %	66.67 %	33.33 %
30/03/2015	3	0.00	00:06:29	0.00	100.00 %	100.00 %	0.00 %
27/03/2015	6	0.46	00:08:47	0.08	83.33 %	30.00 %	30.00 %
26/03/2015	19	1.26	00:02:56	0.07	100.00 %	26.32 %	73.68 %

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** **Add**

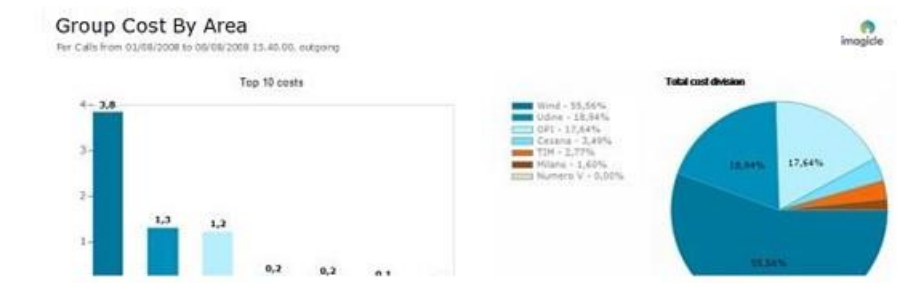
2.3 Call Analytics - Reports

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 an immediate 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: ...

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 client 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 below screenshot sample:

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

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 making 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 configurable flag available for each alarm).

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

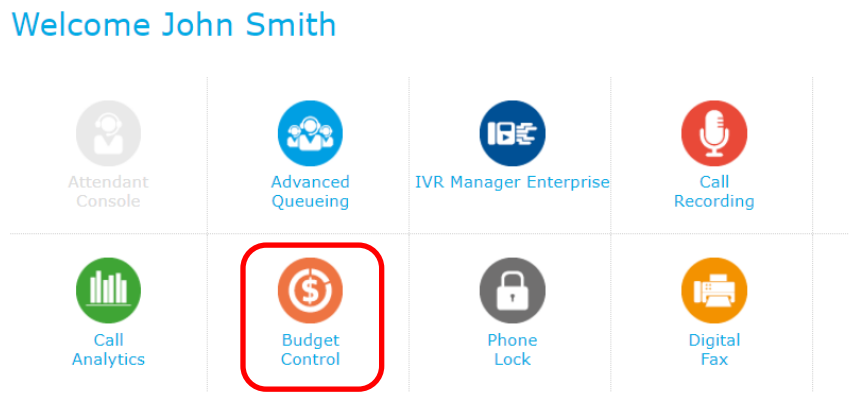
Call Analytics Home Dashboard Interactive Reports Scheduled Reports Create Alarm **Scheduled Alarms**

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 does he/she has for phone calls during a determined time period. Administrator might have assigned 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 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). See screenshot sample below:

Budget Control [My budgets](#)

Monthly (100.00)	History
Budget:	100.00
Current:	00.00
Period:	Monthly
Remaining budget:	100.00
Until date:	12/08/15
Phone state:	Uncontrolled

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

Monthly (100.00)	History		
<input type="text"/> <input type="button" value="X"/> <input type="button" value="🔍"/> <input type="button" value="🔄 Refresh"/>			
DATE TIME	BUDGET FOR	ACTION	DETAILS
01/04/15 00:33	User Andrea Sonnino (731)	Notify sent	End period sent to Andrea Sonnino (731)
01/04/15 00:33	User Andrea Sonnino (731)	Notify sent	End period sent to [MAIL:andrea.sonnino@imagicle.com]
01/04/15 00:33	User Andrea Sonnino (731)	Notify sent	Phone was unlocked sent to [MAIL:andrea.sonnino@imagicle.com]
01/04/15 00:33	User Andrea Sonnino (731)	Notify sent	Phone was unlocked sent to Andrea Sonnino (731)
01/04/15 00:32	User Andrea Sonnino (731)	End period	05.39 Euro (assigned 100.00 Euro)
01/03/15 00:00	User Andrea Sonnino (731)	Notify sent	End period sent to [MAIL:andrea.sonnino@imagicle.com]
01/03/15 00:00	User Andrea Sonnino (731)	Notify sent	Phone was unlocked sent to Andrea Sonnino (731)
01/03/15 00:00	User Andrea Sonnino (731)	Notify sent	End period sent to Andrea Sonnino (731)
01/03/15 00:00	User Andrea Sonnino (731)	Notify sent	Phone was unlocked sent to [MAIL:andrea.sonnino@imagicle.com]
01/03/15 00:00	User Andrea Sonnino (731)	End period	14.87 Euro (assigned 100.00 Euro)

Page size: 10 58 items in 6 pages

