

PhonEX ONE – Cross-Platform UC Analysis and Call Accounting Solution

Effortlessly supervise, analyze & manage your Unified Communications resources

PhonEX ONE is recognized as Preferred Solution Partner by Cisco based on our long term agreement and value-added functionality for Cisco products that include UC (Cisco Unified Communications Manager), border controller, session manager or contact center (UCCX). PhonEX ONE has been Cisco's trusted business partner for over 20 years and is certified against the latest Cisco Unified Communications Manager versions for Enterprise level (12.x, 11.x, 10.x, 9.1, 8.x, 7.x, 6.1, 5.x, 4.3) and for Mid-Market Business Edition BE6000.

Our solution for the Cisco UCM environment includes actionable statistics on Cisco Hunt Groups/Hunt Pilots, which can be obtained by enabling the **CUCM Hunt Pilot** module in the license.

Features

- **Platform independent**, state-of-the-art UC analytics solution, capable to integrate with any UC platform or IP/legacy PBXs along with the full suite of associated media types. PhonEX ONE enables cost control by intelligently tracking calls from various data source types, including telephone systems, gateways, mobile phones, video conferencing and SIP applications.
- PhonEX ONE is fully web-based and incorporates a **reliable and scalable architecture**. With multilingual, multicurrency and multi-level access policy support, it is equally suited for call traffic monitoring on a single site or in a multi-site global organization.
- **Automatic synchronization of the organization structure** with Active Directory, HR databases or proprietary vendor APIs (Cisco AXL) fast-tracks the set-up and maintenance of complex organization structures.
- **Easy-to-interpret dashboards and wallboards** enable comparative analysis of UC usage patterns, calls quality monitoring for PBXs with QoS capabilities, and more.
- The **unified reporting analytics capabilities** allow generating customized reports on any of the UC-specific features. Sorting, summarization and template-building features offer added flexibility. Automated reports are system generated on a daily, weekly, monthly basis with a set of designated recipients per report.
- The multi-dimensional configurable query generator enables creating **up-to-the-minute, tailored reports** with **costs breakdown** and usage aggregations per individual user up through the organization hierarchy.
- The **telephony costs can be aggregated** for allocation based on the actual consumption per employee(s), per site/department/division, etc., to the relevant cost center.
- By rating and measuring the telephony usage in both quantity (call volumes per trunk groups

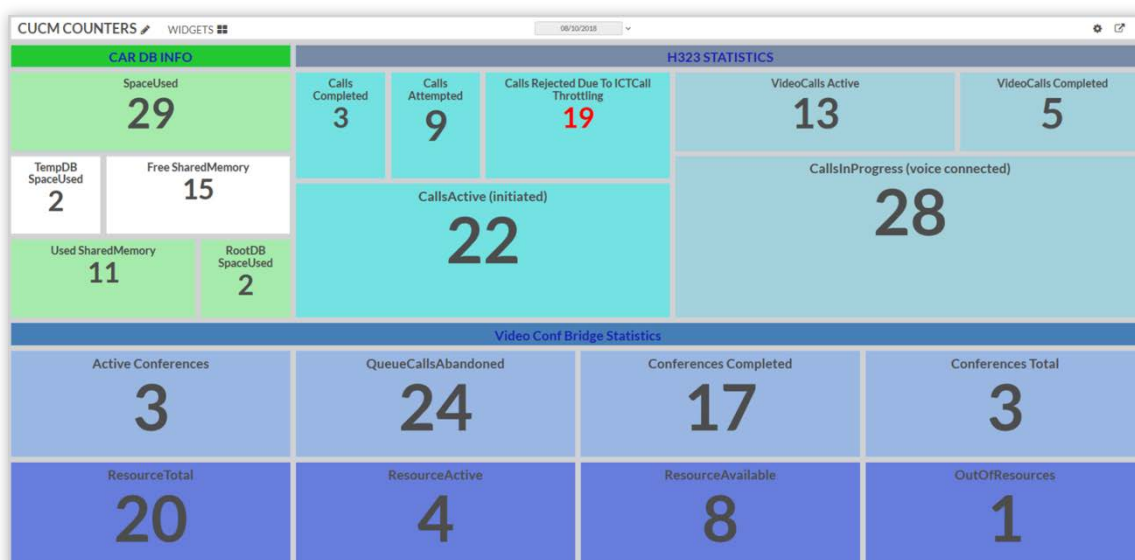


further split by call or device type) and quality terms (QoS, MoS), PhonEX ONE enables **optimizing the communications resources**.

- Convenient **export of UC metrics widgets/reports to Cisco Webex Teams spaces** and ability to view the availability of the selected Webex agents and rooms in dedicated Webex Teams reports.
- Capability to synchronize Cisco calls with the calls collected from the Red Box system for **call recording rendering** via the Red Box Quantify call recording platform. The playback option can be added in custom formats for query detailed reports and allows playing the recording (WAV file) associated to synchronized calls directly from specific reporting widgets or drill-down query reports.
- **Secure and fully GDPR compliant**

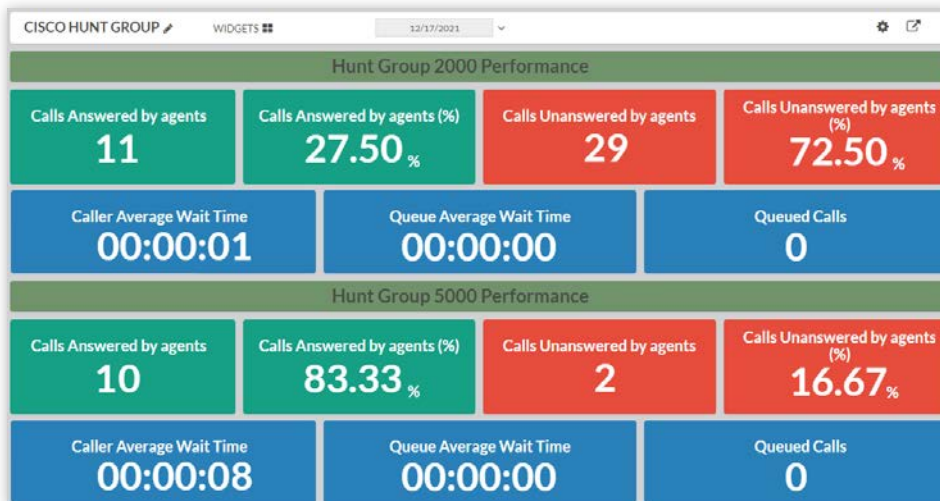
Comprehensive Real-time Dashboards and Historical Data for Cisco UCM

- Real-time system/application components' monitoring via an array of specialized **Cisco UCM Performance Counters** widgets with metrics on *Call Manager ports (FXS/FXO), Hunt Pilots, Conference Bridges, Cisco Phones / Lines, Gateways, SIP Trunks, Telepresence, Extension mobility, Network Interface traffic* etc. Ability to build countless personalized wallboards and layouts with varied combinations of CUCM connector, server(s), objects, instances and counters.
- Quick visualization and analysis of trends for specific CUCM counters during the configured dashboard interval using the **Cisco UCM Counters Trend** historical widget.



Cisco Hunt Group KPIs Wallboard and Hunt Pilot-specific Reports and Widget

- Ability to build separate **Cisco Hunt Group specific wallboards** with KPIs per hunt group for quick performance comparisons among hunt groups (in terms of handled volumes, missed opportunities, lengthy queue wait time, agents' activity). Support for setting warning and critical threshold levels for specific KPI widgets and immediate alerting in dashboard (via distinct colors) on exceeded values. Option to show the evolution of data relative to the previous time frame.



- At-a-glance view of calls placed to a hunt pilot and how they were handled via the **Hunt Pilot Statistics historical widget**. One can see the overall number of calls, call resolution, percentage of answered and unanswered calls, number/percentage of calls answered within the service level, caller and queue average wait times. Further distribution of unanswered calls into categories to understand the ratio of calls disconnected, sent to Voicemail/IVR or forwarded and answered/unanswered. Other features available include extended filtering and grouping options, ability to choose the display format (chart, table or combination of the two) and option to drill-down from specific widget columns into reports with a detailed breakdown of metrics.



- **Specially designed summary/detailed reports on Cisco Hunt Pilots** present statistics on the total number of calls dialed by the external party to a specific hunt pilot (in a specific time interval) split into answered and unanswered, caller and queue average wait times, respectively detailed information about the caller, call duration, caller and queue wait times, call resolution, and agent that answered the calls. The **Hunt Pilot Details** report enables targeted, in-depth analysis of specific categories of calls for individual hunt groups (e.g. calls with a specific caller and/or answered by a certain agent, calls that simultaneously exceed configured thresholds for call duration/caller wait time and/or queue wait time etc.).

Both reports feature flexible and straightforward report definition options with various filtering criteria (including option to define **business** and **non-business** hours), so as to provide insights on a multitude of business scenarios. The **Hunt Pilot Statistics** report offers additional capabilities

such as data grouping, drilling down in detailed reports and visualization of report data in charts.

The screenshot displays two overlapping reports from a Cisco system. The top report, titled 'Hunt Pilot 21188 Calls Details', shows a list of individual calls with columns for Caller, Date, Time, Duration, Caller Wait Time, Queue Wait Time, Call Resolution, Answered by, Agent Name, and Agent Department. Below this is a summary section for 'Calls Answered by agents' and 'Calls Unanswered by agents', including metrics like Total calls, Caller Avg. Wait Time, Queue Wait Time, and Average Duration. The bottom report, 'Hunt Pilot Statistics', provides a grouped overview of calls for selected Hunt Pilots, with columns for Hunt Pilot, Hunt Name, Recv Calls, Within Service Level <=0, Caller Avg. Wait Time, Queue Avg. Wait Time, Avg. Duration, Calls, Disconnected, Fw. Answered, VoiceMail/IVR, Fw. Unanswered, and Calls. It includes a detailed table with data for various Hunt Pilots and a final 'Total' row.

- Access to real-time data via **dedicated Cisco Hunt Lists and Cisco Hunt Pilots performance counters**, which can be added in compact layouts for clear, simple visualizations of diverse metrics (e.g. number of calls abandoned/active/in progress, calls busy attempts, calls ring no answer, Hunt List in service, members available etc.). Capability for color-based alerting in dashboard on unfavorable situations (when values are above/below configured threshold levels).

Benefits

To cost-effectively plan network resources so as to consistently deliver excellent customer service, enterprises need to accurately track the unified communications traffic across the organization. Insufficient telecommunications capacity or workforce resources are valid concerns for contact centers as well, especially when dealing with unanticipated surges in contact volume.

PhonEX ONE helps keep things running effectively by providing a robust monitoring, analysis and reporting solution that enables you to:

- **Identify over-utilized network resources** to fine tune the UC infrastructure or to optimize the contact center capacity
- **Measure & compare KPIs** to monitor the efficiency of any resource
- **Maintain quality standards** and deliver engaging customer experiences
- **Analyze the traffic on the Cisco Hunt Groups/Hunt Pilots** (if opting for the **CUCM Hunt Pilot** module)
- **Improve the customer service** by monitoring the employee - client interactions, the caller success rates and the wait times
- **Monitor the queues' performance and the agents' availability** and accurately assess the contact center SLA (if opting for the **UCCX** module)
- **Track the agents' activities** and raise their productivity across the board



Company References and Strategic Partners

Established in 1995, MIND CTI is a public company (Nasdaq: MNDO) headquartered in Israel, and supports its global customer base from offices in Israel and Europe.

MIND has over 20,000 installations in more than 45 countries covering government agencies, UN and NGOs, universities, financial institutions, telecom and manufacturing industries.

Certifications



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