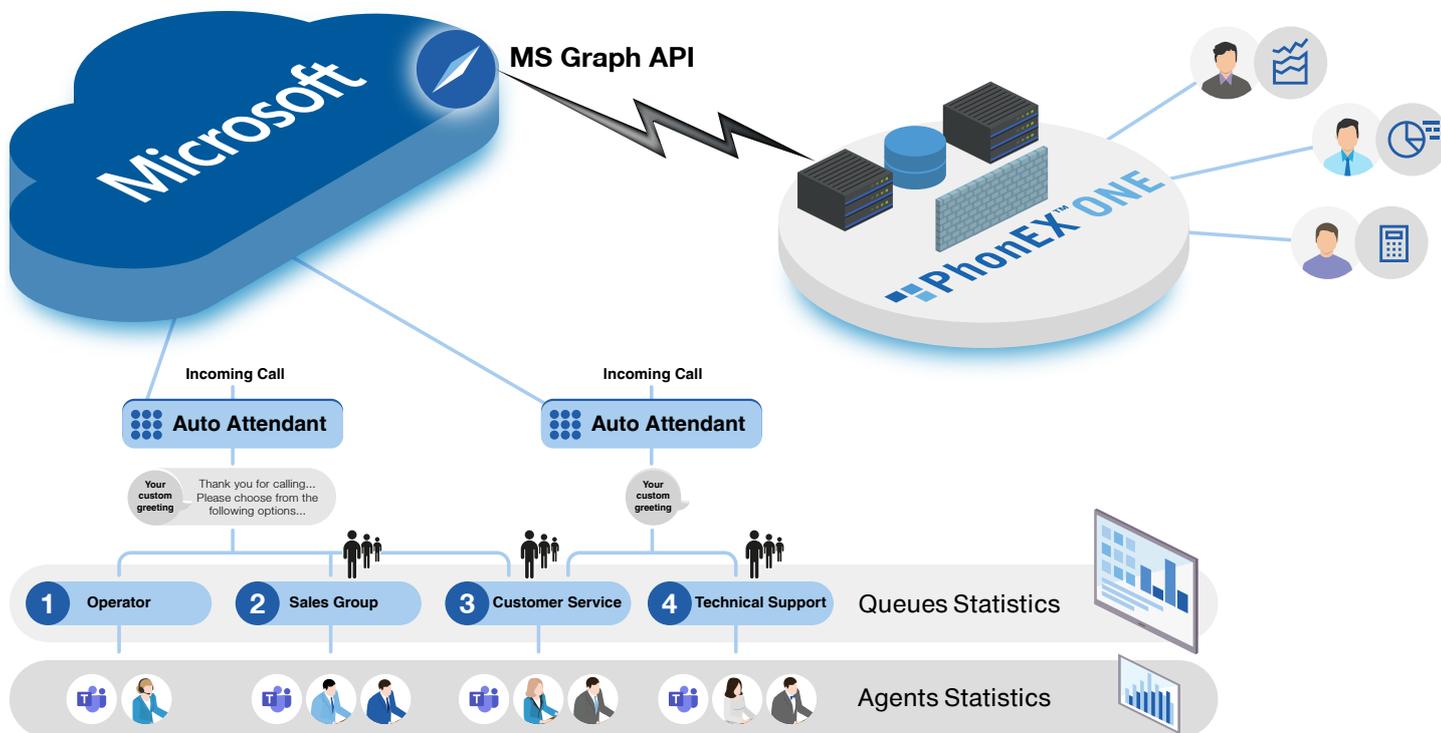


PhonEX ONE UC Analytics for Microsoft Teams Auto Attendants, Queues and Agents



PhonEX ONE is a first mover that has been integrated with the MS Teams using the online **Microsoft Graph API**.

MIND is proud to have developed an MS Teams Collector application for synchronizing the MS Teams users and processing the CDRs that are pushed via the Microsoft Graph API. Our integration enables the **monitoring of the Auto Attendants, Queues, and the Agents performance** for the calls that are made, including the capability to assess the quality of the calls.

PhonEX ONE is an essential management tool for running a report on each Auto Attendant. You can see all the queues behind it, the performance parameters per queue and can drill down to the individual agent.

The MS Auto Attendants allow you to set up menu options to route calls to an appropriate person or department based on the caller's input. Menu options for the Auto Attendant, such as "For Sales, press 1. For Services, press 2", enables an organization to provide a series of choices that guide callers to their destination quickly, without relying on a human operator to handle incoming calls.

The call handling from the Auto Attendant results in the **assemblance of queues until an Agent is available to answer the call**.

This encompasses information on your organizations' **responsiveness to your customers**. An unanswered call is a missed opportunity potentially.

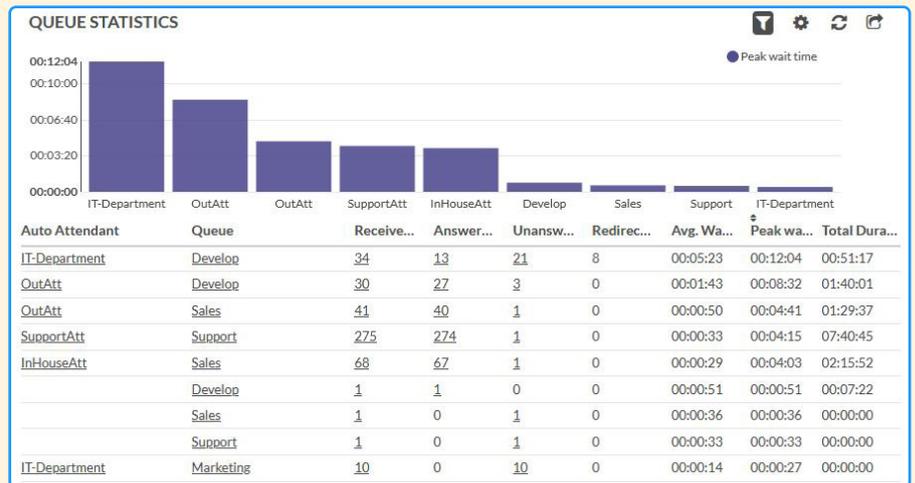
Call queues are analogous to a waiting room in a physical building where the callers are waiting in these areas for service. Callers are put on hold until an agent assigned to the queue is available to take their call.

The longer the caller waits, the more susceptible he or she is to become frustrated, resulting in a negative experience impacting the prospective client. To prevent this requires a manager's or a supervisor's intervention in real-time when the wait time exceeds an SLA threshold.

The PhonEX ONE UC analytics solution supports an online wallboard utilizing widgets to display in near real time the **Auto Attendants' and Queues' KPIs** mainly: Answered Calls; Unanswered Calls; Number of Calls Received; Redirected Calls; Average Wait Time; Peak Wait Time and Total Duration for the displayed period.

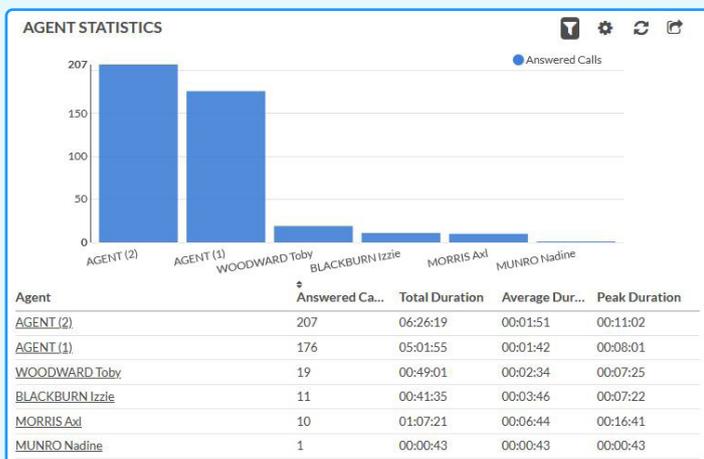
The dashboard displays graphical bar charts visualizing the load per queue that is sorted by the user by any one of the above metrics.

The **Queues performance chart** is supported by the granularity of the Auto Attendants. Furthermore, the user can click on the aforementioned queue where the system will automatically generate a detailed report per call.



The **Agent Statistics widget** displays the total answered calls, total calls duration; average duration of a call and the peak duration of a call that is handled by each Agent. A separate widget can be configured per Queue for its Agents statistic report.

Thus, the department manager can easily identify his/her most occupied Agents and/or the Agent(s) which has been most struggling with complex issues that is reflected on the average duration per call or an extraordinary peak duration of a call.



This widget enables **monitoring the Agents' performance** and assesses their efficiency.

The table can be sorted by any one of the listed metrics e.g. Answered Calls or Average Duration and this is the sequence that will be displayed on the corresponding chart.

The department manager can click on an Agent and the system automatically generates the call-by-call details of the incoming traffic that has been handled by the Agent.

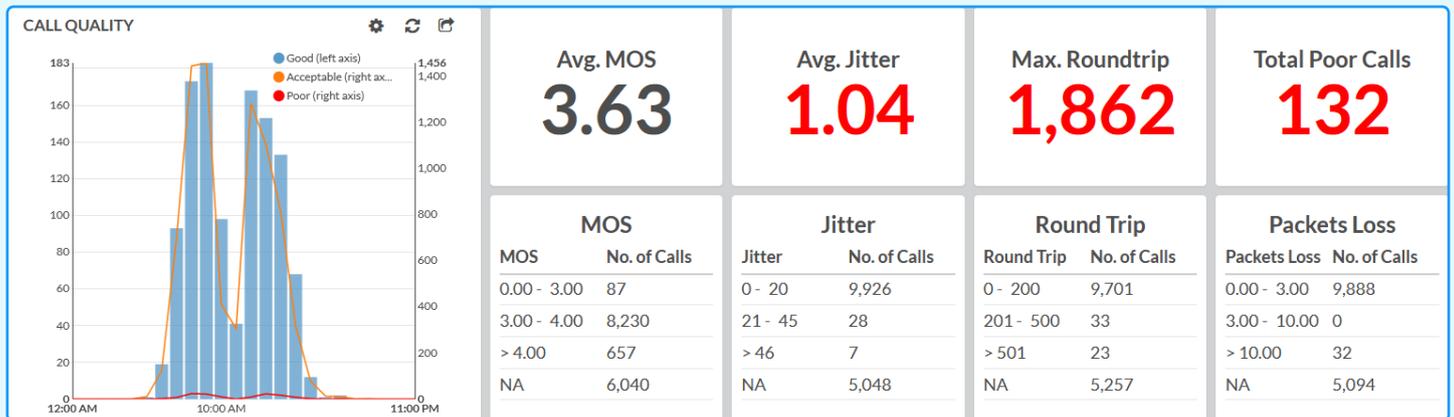
In the new normal, working from home takes center stage and having a distributed work force using collaboration apps becomes more challenging in keeping the team organized and focused on **excellence of responsiveness**. Creating an awareness is the first step in **motivating productivity**. In order to manage anything, you need a tool to measure it, and this is where the benefits are in deploying the PhonEX ONE UC analytics solution. Each auto attendant has a specific language and time zone. If you do business in multiple languages or multiple parts of the world, you can create as many

different auto attendants as you need to accommodate your callers. PhonEX ONE **supports multiple concurrent auto attendants** providing an analytics system with a visualized dashboard and graphs for managing the organization's performance and allocating the resources as needed to respond to dynamic customer behavior.

All of this analysis becomes visible utilizing our wallboard widgets. The widgets are easily set by each user on a self-configured wallboard allowing drag & drop to a position, automated resize operations and color modifications with a click of a button.

Choppy communication reflects badly on your organization's image and so it is best to address the network problems promptly in real-time by viewing a dashboard consisting of the call quality statistics widgets.

PhonEX ONE's **call quality monitoring** options measure the end-user experience (QoS and QoE) in order to be accurately informed about the internal/external communication quality.



Call Quality monitoring is classified by the: **Packet Loss, Jitter, Latency, Round Trip** and **MOS**. A dedicated built-in interface is also offered for configuring the thresholds to be used for classifying audio calls as: Good, Acceptable or Poor (based on existing RFC/ ITU recommendations).

PhonEX ONE is capable of exporting all report types, charts, and widget statistics to **Microsoft Teams channels** as part of its ever-growing capabilities of data analysis. Perfectly integrated with PhonEX ONE's already present exporting tools, this function helps you send UC metrics widget charts and reports for further analysis to specific Microsoft Teams channel(s) directly from the application interface. A message can also be associated with the exported data.

Our inherent capability is a further indication of having a native integration, as PhonEX ONE is in the forefront as a **genuine MS Teams partner**.

Microsoft Teams generates vast amounts of valuable data about calls. When this is complimented by PhonEX ONE analytics, it enables your organization to analyze the traffic behavior across the organization and from/to outside the organization, identifying trends and **focusing on the intensive business areas** by using specialized PhonEX ONE reports. This enables driving productivity and efficiency by fine tuning the allocation of resources and easily interprets the key data from your Microsoft Teams usage into patterns to pinpoint the areas requiring improvement.

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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