

HELLO and welcome to the September edition of our Newsletter. The biggest news this month is Clobba V4.0 is now live! Along with this we have welcomed new partners, included more software updates and ClobbaDM now supports EPOS devices. We love to collaborate with our customers and partners so if you are interested please contact jess.edwards@codesoftware.net to appear in next month's edition. We look forward to hearing from you!

**2020
DIARY**

30th Sept-1st Oct
UC EXPO
ONLINE

30th Nov-4th Dec
AMAZON RE:INVENT
ONLINE

CLOBBADM NOW SUPPORTS EPOS DEVICES!

Under the new partnership, Code will incorporate EPOS' device details into its advanced Device Management software, ClobbaDM to support users in managing their resources better and speeding up the tasks of updating firmware and device settings, all while reducing the risk of human errors. Being part of the Clobba suite of software including analytics, reporting, recording, billing and general management tools, ClobbaDM allows for usage and quality reporting, as well as inventory and device management that allow IT managers to gain valuable insights into device allocation across an entire range of EPOS devices.

EPOS

See more here: <https://www.codesoftware.net/epos-partners-with-code-software/>

NEW PARTNER ANNOUNCEMENT!

CODE SOFTWARE HAS PARTNERED WITH SIX DEGREES!



UK-based secure cloud provider Six Degrees has chosen to partner with Code Software, adding its Clobba service to the company's Microsoft Teams-based unified communications (UC) and collaboration managed services. Clobba provides reporting, analytics, monitoring and management of UC environments, and enhances Six Degrees' UC and collaboration managed services by offering unparalleled access to clear, concise information that enables organisations to achieve data compliance whilst enhancing customer experience and employee engagement.

The world of work has changed significantly in 2020, and there is a greater need for organisations to maximise their investment in agile workspace technologies that enable people to work from anywhere, anytime, and ensure that the technology supporting this is embedded and working effectively. Clobba's analytics and reporting, when integrated with Six Degrees' Microsoft Teams-based UC and collaboration managed services, provides insights on customer service timelines, call quality and performance, and data usage and storage across customers' environments.

To see more visit: <https://hub.6dg.co.uk/voice-enabled-teams>

Are you finding this mildly interesting?

If so you can view all our newsletters here: <https://www.codesoftware.net/newsletter/>

**Crown
Commercial
Service
Supplier**

Code has been awarded a place on the G-Cloud 12 framework in the Cloud software category.

Code is now available on the digital marketplace with G-Cloud 12 framework.

We are able to sell our services from the 28th of September. See more here: <https://www.codesoftware.net/code-has-been-awarded-a-place-on-the-g-cloud/>

CLOBBA V4.0 IS NOW LIVE!

Clobba Version 4 is now live, see some of the features below.



CLOBBA

SUPPORT FOR MICROSOFT TEAMS

Clobba uses the Call Detail Graph API for Teams along with web hook technology to import the CDRs into its SQL database. This ensures that there are no performance issues as are being seen with larger organizations attempting to use native Teams reporting (Admin portal and COD).

TEAMS AUTO ATTENDANT & QUEUES DASHBOARDS & REPORTS

The overview presents total calls, answered calls, missed calls, answered %, average call duration and average queue time. Details on each agent within the queue are displayed listing Call volume, Total Duration, Average Duration and Average Ring Time.

TREND ANALYTICS - INCLUSION OF MULTIPLE DATA SOURCES

Organizations using UC platforms from multiple vendors use Clobba as a single, centralized reporting tool to monitor activity across multiple platforms. For example, an organization that is migrating to Teams from Skype for Business or Cisco can see in a single view the volumes of traffic over a defined date range across all UC platforms.

Sign up to our resource centre to view our full release note PDF:

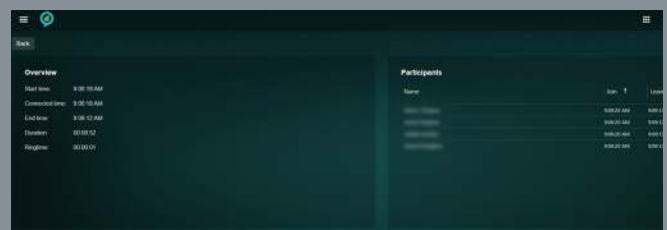
<https://www.codesoftware.net/resource-center/>

CLOBBA FEATURE UPDATES

CLOBBAVR - SECURITY POLICIES,

RECORDED CALL PAGE & DELETE FUNCTION

Many organizations using Teams have a basic requirement for recording calls to be used for monitoring, training and dispute resolution, especially relevant for those with a large number of remote workers. ClobbaVR is the cost effective solution for these basic voice recording requirements. The Code dev team has been busy adding features to ClobbaVR which have now been released to general availability: 3 levels of user security policies: User (Access to only their recordings), Manager (Access to their team's recordings) and Admin (Access to all recordings). The user profile is taken from the credentials specified in Azure AD and allocated when a user logs on with SSO.



SEE ALL UPDATES HERE: <https://www.codesoftware.net/software-updates/>