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Publicis Group

Why Code :

We decided to go with Code Software because we felt that they could meet the demands and requirements that we needed from a Skype reporting and monitoring tool. We needed to be sure that the multitude of various different reports and dashboards that we would need could be met. We also needed to be sure that whoever we went with would be dynamic enough in their approach and could create different report types for us as and when we needed. As a global company of nearly 80K employees this was of paramount importance to us. Each of our agencies have different needs and we wanted to make sure we had a product that could fulfill those needs. CodeSoftware did just that.

What do you use the software for :

Monitor Call Quality : Being able to quickly look at a reported call issue and have all the relevant information is of critical importance to us so we can resolve ASAP.

Reporting : Because our company is global, we require all types of different reports and the solution is great at being able to add/remove fields where necessary to suit the different requirements of our agencies.

Are you considering othre modules :

Yes, ClobbaRM the DID Range Manager – This is a huge issue for us trying to confidently be sure what numbers are free to use or not and is something we will be requesting Code to implement for us in the near future.

We will also be looking at ClobbaDM the headset device manager. We have an extensive estate of headsets and a central management and reporting portal should present a number of benefits including efficient management leading to a reduction in costs.

Anything else :

Finally I would just like to add that the support that we receive on a daily basis from the Code support team really is fantastic. Whenever I have a question or issue I simply send the support team an email and within minutes they have replied either with a solution or to jump on a call to deep dive further. I can't speak highly enough of the team.

Who we are

UC has revolutionized working practices around the world, bringing new ways of communicating and collaborating. To make a success of this new way of working organizations need robust and adaptable reporting and management tools. Code has been producing UC productivity solutions since 2013 and is the provider of choice for more than 3,000 organizations globally.

"We run over 140 call-management reports on a regular basis, and have forgotten how we managed before Clobba. Our investment paid off in bare weeks."

Vicente Fraser, CIO
London School of Business and Finance

We use our expertise to develop innovative reporting, analytical, and management software to help you unlock efficiencies and extract business insights for your UC.

Code's suite of software assists in managing multiple elements of your Unified Communication environment.

- **Clobba** - reporting and analytics for UC
- **Clobba DM** - inventory and device management for headsets from EPOS, Jabra and Poly
- **Clobba RT** - real-time and historical reporting and wallboards for MS Teams Call Queues and Auto Attendants and SfB Response Groups
- **Clobba VR** - simple and cost-effective call recording for Teams and SfB
- **Clobba RM** - DID number and range management solution
- **Clobba MT** - delivering governance, adoption and productivity stats for organizations using Microsoft Teams
- **Clobba QM** - local management and configuration of Teams Call Queues Auto Attendance

With offices in the UK, US and Romania we operate through a global network of 50+ partners and have installations across five continents, ranging from SMEs to the largest global enterprises.

We pride ourselves in delivering the highest levels of customer service

CLOBBA

CLOBBA **DM**
DEVICE MANAGER

CLOBBA **RT**
REAL TIME

CLOBBA **VR**
VOICE RECORDER

CLOBBA **RM**
RANGE MANAGER

CLOBBA **MT**
MICROSOFT TEAMS

CLOBBA **QM**
QUEUE MANAGER

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