



Clobba Go vs Clobba/Clobba RT

There is a simple upgrade to the paid version of Clobba if you require more features and functionality. Clobba is a suite of software which can assist in other areas of your Microsoft Teams deployment including real-time presence visibility, Call Queue and Auto Attendant reporting and management, Voice Recording, DID range management, reporting and device management.

FEATURE	Monitor type	Clobba GO	Clobba	Clobba RT
DASHBOARDS				
Volumes				
Call details	Table	Y	Y	
Call statistics	Chart	Y	Y	
Call distribution by location	Heat map	N	Y	
Outbound summary	Table	Y	Y	
Top destinations	Chart	N	Y	
Productivity				
Answered %	Tile	N	Y	
Answered calls	Tile	N	Y	
Avg. duration	Tile	N	Y	
Callbacks	Chart	N	N	Y
Inbound call handling	Chart	N	Y	
Inbound summary	Table	Y	Y	
Max ringtime	Tile	N	Y	
Missed calls	Tile	N	Y	
Organization summary	Table	N	Y	
Queues call answering	Chart	N	N	Y
Capacity Planning				
Gateways summary	Chart	N	Y	
Peak traffic	Chart	N	Y	
Quality				
Mean opinion score	Chart	N	Y	
Quality trend	Chart	Y	Y	
Subnet quality	Chart	N	Y	
Top diagnostic ID failures	Chart	N	Y	
User adoption				
Call type summary	Chart	Y	Y	
Client types	Chart	N	Y	
Conference statistics	Chart	Y	Y	

Real time (Currently SfB only)				
Active calls	Tile	N	N	Y
Agents logged on	Tile	N	N	Y
Available agents	Tile	N	N	Y
Average queue time	Tile	N	N	Y
Calls in queue	Tile	N	N	Y
Longest queue time	Tile	N	N	Y
Presence	Table	N	N	Y
Queues real-time status	Table	N	N	Y
Queues summary	Table	N	N	Y
Teams				
Active calls	Tile	N	N	Y
Agents logged on	Tile	N	N	Y
Available agents	Tile	N	N	Y
Presence	Table	N	N	Y
MONITORS				
Trend analytics	Monitor	Y	Y	
User adoption	Monitor	N	Y	
Rooms systems	Monitor	N	Y	
Quality index	Monitor	N	Y	
Auto attendant	Monitor	N	N	Y
Call Queue	Monitor	N	N	Y
Conference monitor	Monitor	Y	Y	
Number page	Monitor	N	Y	
REPORTS				
Standard reports	Reporting	N	Y	
Report designer	Reporting	N	Y	
Report builder	Reporting	N	Y	
Report scheduling	Reporting	N	Y	
Export reports	Reporting	N	Y	
Calls page	Reporting	Y	Y	
Conferences page	Reporting	Y	Y	
ALERTS	Reporting	N	Y	
SECURITY POLICIES	Admin	N	Y	
Azure AD IMPORT(Graph API)	Admin	Y	Y	