

CLOBBBA

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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				
Answered %	Chart	N	Y	
Answered calls	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	

Feature	Monitor type	Clobba GO	Clobba	Clobba RT
Real-Time				
Active calls	Tile	N	N	Y
Agents logged on	Tile	N	N	Y
Available agents	Tile	N	N	Y
Average queue time	Tile	N	Y	
Calls in queue	Tile	N	N	Y
Longest queue time	Tile	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	
Conference page	Reporting	Y	Y	
ALERTS	Reporting	N	Y	
SECURITY POLICIES	Admin	N	Y	
Azure AD IMPORT (Graph API)	Admin	Y	Y	

Who we are

Code was formed in 2013 by three experts in call reporting and analytics. They identified the need at the time for a new solution which would be designed and developed from day one with consideration for the more complex reporting requirements of Unified Communications platforms.

Since our formation we have increased our product portfolio in line with our core vision to create a single application which gives visibility and management of multiple elements of a UC environment.

The **CLOBBA** suite of software includes:

Clobba RT - Real-time wallboards and trend analytics for Microsoft Teams enabling users to manage queues, improve response times, and maximize productivity

Clobba DM - showing an inventory and level of device management for headsets from EPOS, Jabra and Poly

Clobba VR - easy to use and cost-effective call recording for Microsoft Teams, our simple, compliant and affordable voice recording solution

Clobba RM - DID range, number and extension management and provisioning solution, your single pane of glass for all number-management tasks

Clobba QM - allows full configuration of Microsoft Teams Call Queues and Auto Attendants without the requirement of a Teams administrator role

The team at Code have experience of working on some of the largest installations of call reporting in the world and pride ourselves in delivering the highest levels of customer service.

We operate through a global network of 50+ partners with over 3,000 customer installations across five continents and operate from offices in UK, US, New Zealand and Romania.

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