



**CLOBBA**

# Interactive Presentation


LAST UPDATED: OCTOBER 2022


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# CLOBBA

A Co-sell ready suite of reporting, analytic and voice recording solutions for MS Teams



This interactive presentation allows you to navigate to the required pages by clicking on the text and logo links. Many pages have screens that can be 'zoomed' into, when your cursor changes to  give it a go!

Click the  icon at the bottom of the screen to go to the main page at anytime

**CLICK TO START!**

# C@DE.



Some of our customers



Some of our technology partners

[Click image to zoom]

NEXT >>>



An ISV producing reporting, analytics and voice recording solutions for MS Teams



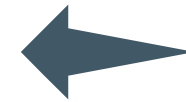
We have over 3,000 customers ranging from SMEs to Global Corporates



We work through a global network of Microsoft partners

[Click product for more details]

# CLOBBA



A great place to start!

## Reporting and Analytics for MS Teams

### CLOBBA Real Time

Reporting and Wallboards for  
Teams Call Queues and  
Auto Attendants

### CLOBBA Queue Manager

Configuration of Teams Queues  
and Auto Attendants

### CLOBBA Voice Recorder

Simple, cost effective Voice  
Recording for Teams

### CLOBBA Range Manager

DID / DDI Number and Range  
Management



Which solution for which requirement?



[Request a demo or free 30 day trial](#)

NAVIGATE HERE >>>



**CLOBBA**

CLOBBA  
Real Time

CLOBBA  
Queue Manager

CLOBBA  
Voice Recorder

CLOBBA  
Range Manager



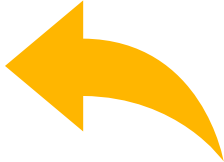
# Stakeholders and business requirements



Stakeholder Focus	IT	Helpdesk	Super User	Dept Managers	General Management	Project / Change Management	Queue Team Leaders	Products
Helpdesk Tool	✓	✓						Clobba, RM
Troubleshooting	✓	✓		✓	✓	✓		Clobba, RM
User Behaviour	✓	✓	✓	✓		✓		Clobba
Device Management	✓	✓				✓		Clobba
Productivity	✓			✓	✓	✓		Clobba, RM
Service Levels	✓			✓	✓	✓	✓	Clobba, RM
Adoption - Migration	✓		✓	✓	✓	✓	✓	Clobba
Adoption Teams	✓		✓	✓	✓	✓		Clobba
Products	Clobba, RM	Clobba, RT, VR	Clobba	Clobba, RT, VR	Clobba, RM	Clobba, RM	Clobba, RT, VR	

NAVIGATE HERE >>> **CLOBBA** CLOBBA Real Time CLOBBA Queue Manager CLOBBA Voice Recorder CLOBBA Range Manager **CODE.**

[Click image to zoom]



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**CLOBBA**

CLOBBA  
Real Time

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Queue Manager

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Voice Recorder

CLOBBA  
Range Manager



# CLOBBA

Key features

Other details

Benefits



NAVIGATE HERE >>> 

**CLOBBA**

CLOBBA  
Real Time

CLOBBA  
Queue Manager

CLOBBA  
Voice Recorder

CLOBBA  
Range Manager



# CLOBBA

## Key features


## Other details

## Benefits




### Dashboard

User defined  
Click through  
Direct filtering  
Tiles, chart or table




### Employee details

User adoption  
Productivity  
Summary and detail  
Click through




### Conferences

Filtering  
Summary and detail  
Click through  
Meeting subject




### Reports

Report builder  
Report designer  
Automated  
'My reports'




### User adoption

Filtering  
All service types  
Licence usage




### Conference details

User defined  
Click through  
Direct filtering




### Reports - call page

Column selection  
Summary & detail  
Sort and summarize  
Direct filtering




### Room system adoption

Filtering  
Average daily usage  
Total usage




### Number summary

Number search  
Detailed view  
Location map



### Call details

Detailed call info  
Call quality details  
Device usage  
Caller and callee




### Quality index

User defined  
Computed quality  
Vs. Analysis  
Filtering



### Alerts

Cdr or did based  
User defined  
Productivity  
Call quality



[Click image to zoom]

# CLOBBA

Key features

Other details

Benefits



01

## Deployment

Software as a Service  
Code Cloud, Customer  
Environment,  
Partner Hosted

02

## Security policies

Role based access  
policies, AD  
Authentication,  
SSO, MFA

03

## Licencing

Annual subscription  
per user including  
support and  
software assurance

04

## AD synch

Automated sync to AD  
and other DBs

05

## Multi-lingual

Available in English,  
Dutch, French, German,  
Spanish and Danish

06

## Call retention

Call records can be  
retained as long  
as required

NAVIGATE HERE >>> 

CLOBBA

CLOBBA  
Real Time

CLOBBA  
Queue Manager

CLOBBA  
Voice Recorder

CLOBBA  
Range Manager





# CLOBBA

Key features

Other details

Benefits



01

## Increase productivity

Visibility of an employees activity within Teams ensures the highest levels

04

## Control capacity

Being able to view active and redundant SIP trunks allows organisations to make informed decisions on capacity leading to cost savings

02

## Improve user adoption

Teams adoption is key to ensuring the potential benefits are being realised, Clobba will highlight areas for further education and training

05

## Automation

Key information is delivered to relevant employees guaranteeing the productive use of Teams

03

## Monitor call quality

Degradation in call quality leads to reduced service levels which can be highlighted and addressed

06

## User defined

Focused decision making increases customer satisfaction and service delivery levels

# CLOBBA Real Time

Key features

Other details

Benefits



## Reporting and Wallboards for Teams Call Queues and Auto Attendants



# CLOBBA Real Time

## Key features

Other details

Benefits



### Real time stats

Active calls  
Available agents  
Agents logged on



### Cradle to grave

Group call legs  
Ring times  
Click to call flow  
Export report



### CQ and AA summary

Calls per CQ / AA  
Missed calls  
UNUSED CQs / AAs  
Overflow



### Presence status

Realtime status  
Filter on OU  
Filter on CQ / AA  
Filter on status



### Call flows

Visualize all legs  
Presented / answer  
Call overview



### CQ and AA details

Summary of CQ / AA  
Answered & missed  
Agent performance  
Click through



### Trend analytics

Call handling  
Defined date range  
Inbound & outbound  
Direct filtering



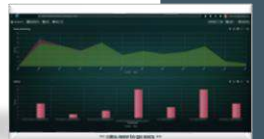
### Wallboard

User defined  
Direct filtering  
Thresholds



### Trends and callbacks

Call volumes  
Missed calls  
Missed & call backs



[Click image to zoom]

# CLOBBA Real Time

Key features

Other details

Benefits



01  
**Deployment**  
Software as a Service  
Code Cloud, Customer  
Environment,  
Partner Hosted

02  
**Security policies**  
Role based access  
policies, AD  
Authentication,  
SSO, MFA

03  
**SaaS Licencing**  
Annual subscription  
per Call Queue  
including support and  
software assurance

04  
**AD synch**  
Automated sync to AD  
and other DBs

05  
**Flexibility**  
Annual or monthly  
subscription available

06  
**Additional module**  
Clobba RT is an additional  
module which requires the  
core Clobba solution

NAVIGATE HERE >>> 

**CLOBBA**

CLOBBA  
Real Time

CLOBBA  
Queue Manager

CLOBBA  
Voice Recorder

CLOBBA  
Range Manager



# CLOBBA Real Time

Key features

Other details

Benefits



01

### Real time metrics

Dynamic decision making ensures sufficient resources are allocated and SLAs are being met

02

### Historical trends

Performance over time gives a view of KPIS leading to higher levels of service delivery

03

### Thresholds

Gamification can motivate agents and teams increasing performance and customer satisfaction

04

### Reduce call handling times

Visibility of cradle to grave call legs and the overall call flow allows informed decisions to be made on call routing and resource allocation

05

### Automation

Key information is delivered to relevant employees guaranteeing the productive use of CQs AAs and the associated agents

06

### Insights for Clobba QM

Used in conjunction with Clobba DM the RT insights allow for local management and configuration of CQs and AAs

NAVIGATE HERE >>>



**CLOBBA**

CLOBBA  
Real Time

CLOBBA  
Queue Manager

CLOBBA  
Voice Recorder

CLOBBA  
Range Manager



**CLOBBA**  
**Queue Manager**

Key features

Benefits



# Management and configuration of Call Queues and Auto Attendants outside of the Teams Admin Portal



# CLOBBA Queue Manager

## Key features

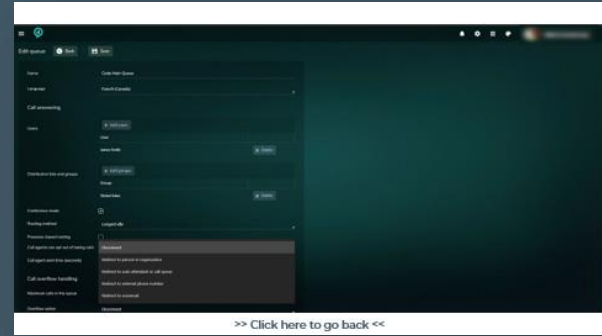
## Benefits



**01**  
**Security policies**  
User defined role based access allows for CQ and AA configuration outside of the Teams Admin portal by managers and team leaders

**03**  
**Licencing**  
Annual subscription per recorded user including support and software assurance

**02**  
**Support for SSO**  
Role based access policies, User, Manager, Administrator



[Click image to zoom]

# CLOBBA Queue Manager

Key features

Benefits



**01**  
**Reduced config time**  
Remove the necessity to contact and use the Teams admin for any config changes to CQs and AAs reducing the time to implement changes resulting in a reduction in call handling times.

**02**  
**Free up IT resources**  
When logging on the appropriate security policy is allocated meaning team leaders or managers have the ability to make changes to call handling options within the CQs an AAs at a local level. This frees up IT Admin for other tasks

**03**  
**Lose no options from Admin Portal configuration**  
All available configuration options means that no compromise is made at the config level. The result is call handling times are reduced and customer satisfaction levels are increased



# CLOBBA Voice Recorder

Key features

Other details

Benefits



## Simple, cost effective Voice Recording for Teams



# CLOBBA Voice Recorder

## Key features


Other details

Benefits




### Recorded calls

- All calls recorded
- Simple search
- Call details
- Participant list




### Live calls monitor

- Silnet monitor
- Used by supervisors




### Audit logs

- User activity
- Simple search




### Playback

- Playback download
- Delete
- Who's talking




### Pause and resume

- Manual P&R
- For compliance



### Configuration

- Add recorders
- Play announcement
- Last activity



[Click image to zoom]

# CLOBBA Voice Recorder

Key features

Other details

Benefits



01  
**Deployment**  
Must be installed in customer Azure

02  
**Security policies**  
Role based access policies, User, Manager, Administrator

03  
**Licencing**  
Annual subscription per recorded user including support and software assurance

04  
**Standalone**  
Can be purchased as a standalone application

05  
**Flexibility**  
Annual or monthly subscription and can be a subset of Teams users

06  
**Call retention**  
Recorded calls can be retained as long as required

# CLOBBA Voice Recorder

Key features

Other details

Benefits



**01**  
**Simple to use**  
Ease of search and playback functions allows for quick call retrieval

**04**  
**Training and monitoring**  
Supervisor can listen to live calls and playback calls with agents assisting with training

**02**  
**Cost effective**  
The simple nature of Clobba VR means that customers are not paying for features that are not required

**05**  
**Dispute resolution**  
Recorded calls can be stored for a user defined duration to be used in the case of customer disputes

**03**  
**Ownership**  
Calls are stored within the customers environment addressing sovereignty and call storage requirements

**06**  
**Compliance**  
The manual 'pause and resume' feature assists in meeting regulations

**CLOBBA**  
**Range Manager**

Key features

Other details

Benefits



# DID Range and Number Management



# CLOBBA Range Manager

## Key features

Other details

Benefits



### Ranges stats

Total # of numbers  
Total # of ranges  
% Allocated  
% Unallocated



### Range details

DID details  
Allocate DIDs  
Reserve DIDs  
Export as .xls/.pdf



### Rogue DIDs

Unallocated DIDs  
Sort and filter  
Taken from CDRs



### Ranges summary

Summary details  
Sort and filter  
Direct filtering  
Export as xls/pdf



### Create new range

Specify # range  
Service provider  
Include extension  
Specify # hold time



### Number provisioning

Provision during  
DID allocation  
PSTN connectivity  
Automatic licence import  
No Teams admin needed



[Click image to zoom]

# CLOBBA Range Manager

## Key features

## Other details

## Benefits



**01**  
**Auto range creation**  
When a sequential range of numbers is identified from CDRs a range is automatically created

**04**  
**Hold numbers**  
Numbers can be reserved or not reallocated for a user defined period

**02**  
**Security policies**  
The comprehensive, user defined security policies allows for local management of ranges and numbers

**05**  
**Powershell**  
There is the option to run PowerShell commands as oppose to using the Clobba RM interface

**03**  
**Reports**  
Create tailored reports to view ranges and number allocation. These can be automated and generated in Excel or PDF

**06**  
**Alerts**  
Thresholds can be set generating an email alerts when ranges reach a pre-defined % of capacity

# CLOBBA Range Manager

Key features

Other details

Benefits



01

### Single view

From a single application it is possible to view an entire organisations DID ranges and number allocation

03

### Insights

The details presented ensure that ranges are optimized resulting in cost savings and reducing risk

02

### Automated

Auto creation of ranges means that the number of rogue DIDs in kept to a minimum

04

### Proactive

The alerts ensure that plenty of time is given to provision additional numbers prior to reaching capacity



# CLOBBA

Thank you!

LAST UPDATED **OCTOBER 2022**



Analytics Summary  15/03/2021 17/03/2021

↑ Employee × ↑ Direction ×

Time	EndPoint	Employee	Duration	Direction	Number	Modality	Destination	Quality	
Employee: [redacted]									
Direction: Internal									
15/03/2021 10:01:16	[redacted]	[redacted]	0:22:26	Internal	[redacted]	App. sharing	[redacted]	Good	Details
15/03/2021 10:03:05	[redacted]	[redacted]	0:00:20	Internal	[redacted]	App. sharing	[redacted]	Good	Details
15/03/2021 10:46:58	[redacted]	[redacted]	0:03:43	Internal	[redacted]	Voice	[redacted]	Good	Details
16/03/2021 09:00:34	[redacted]	[redacted]	0:14:38	Internal	[redacted]	App. sharing	[redacted]	Poor	Details
Employee: [redacted]									
Direction: Internal									
15/03/2021 13:30:39	[redacted]	[redacted]	0:29:56	Internal	[redacted]	App. sharing	[redacted]	Good	Details
16/03/2021 10:47:15	[redacted]	[redacted]	0:07:19	Internal	[redacted]	App. sharing	[redacted]	Unknown	Details
16/03/2021 13:33:04	[redacted]	[redacted]	0:02:30	Internal	[redacted]	Voice	[redacted]	Poor	Details
17/03/2021 08:01:10	[redacted]	[redacted]	0:30:17	Internal	[redacted]	App. sharing	[redacted]	Poor	Details
17/03/2021 09:27:36	[redacted]	[redacted]	0:04:22	Internal	[redacted]	App. sharing	[redacted]	Good	Details
17/03/2021 09:43:30	[redacted]	[redacted]	0:02:11	Internal	[redacted]	App. sharing	[redacted]	Unknown	Details
Direction: Out									
15/03/2021 14:01:11	[redacted]	[redacted]	2:06:53	Out	[redacted]	App. sharing	[redacted]	Good	Details
15/03/2021 16:30:35	[redacted]	[redacted]	0:44:45	Out	[redacted]	App. sharing	[redacted]	Good	Details
16/03/2021 10:47:15	[redacted]	[redacted]	0:07:19	Out	[redacted]	App. sharing	[redacted]	Good	Details
16/03/2021 11:31:35	[redacted]	[redacted]	1:19:44	Out	[redacted]	App. sharing	[redacted]	Good	Details
Employee: [redacted]									
Direction: Internal									
15/03/2021 14:36:04	[redacted]	[redacted]	0:00:23	Internal	[redacted]	Video	[redacted]	Unknown	Details

Page 1 of 5 1 - 50 of 234 items

>> Click here to go back <<

### Recordings

Play	Start time ↓	User	Duration	Ringtime	Number	Participants
▶	3/17/2021 9:01 AM	[Redacted]	01:00:11	00:00:01	[Redacted]	7

Overview Participants

Name	Join ↑	Leave	Duration
Alastair Ralph	9:01:48 AM	10:02:00 AM	1:00:11
Jacob Elliott	9:01:48 AM	10:02:00 AM	1:00:11
Steve Jackson	9:01:48 AM	10:02:00 AM	1:00:11
David Dodson	9:01:48 AM	10:02:00 AM	1:00:11
Andy Kay	9:01:48 AM	10:01:59 AM	1:00:11
Samuel Abison	9:02:45 AM	10:02:00 AM	1:00:11
James Lyness	9:11:04 AM	10:02:00 AM	1:00:11

▶	3/17/2021 9:01 AM	[Redacted]	00:12:17	00:00:01	Marius Ologesa	3
▶	3/16/2021 9:09 PM	[Redacted]	00:13:50	00:00:13	Mark Lennon	2

Nothing to play

>> Click here to go back <<



Back

Play Download Delete

### Overview

Start time: 9:01:47 AM  
Connected time: 9:01:47 AM  
End time: 10:02:00 AM  
Duration: 01:00:11  
Ringtime: 00:00:01

### Participants

Name	Join ↑	Leave	Duration
[blurred]	9:01:48 AM	10:02:00 AM	1:00:11
[blurred]	9:01:48 AM	10:02:00 AM	1:00:11
[blurred]	9:01:48 AM	10:02:00 AM	1:00:11
[blurred]	9:01:48 AM	10:02:00 AM	1:00:11
[blurred]	9:01:48 AM	10:01:59 AM	1:00:10
[blurred]	9:02:45 AM	10:02:00 AM	0:59:14
[blurred]	9:11:04 AM	10:02:00 AM	0:50:55

Nothing to play

>> Click here to go back <<

Report builder

Search for employees, extensions, response groups, numbers...

Back Run Save Schedule report Clear

Advanced

### General filters

Date: 01/02/2021 to 28/02/2021

Week days:  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday

Direction:  Outgoing  Incoming  Internal

Modality:  Voice  Video  App. sharing  IM  Data

### Time and cost

### Organization

### AutoAttendant

AutoAttendant

### Queues

Apply filters to call flows

### Destinations

### Infrastructure

### Network

Originator IP: 0.0.0.0 to 0.0.0.0

Destination IP: 0.0.0.0 to 0.0.0.0

MOS: to

Subnets

Subnet locations

Connection type: (all)

### Sort & summary

Sort by: Employee

Descending  Group by  New page after

Then by: (none)

Descending  Group by  New page after

Then by: (none)

Descending  Group by  New page after

Subtotals:  Show subtotals

### Chart

Show chart

Y axis: (none)

Y axis 2: (none)

Y axis 3: (none)

Y axis 4: (none)

Y axis 5: (none)

Column Pie Line StackedColumn

>> Click here to go back <<



>> Click here to go back <<

**Caller**

 Title: Director  
Organization unit: Sales  
EndPoint: [Redacted]  
Client type: Teams  
Location:

**Callee**

 Title:  
Organization unit: Undefined  
EndPoint: [Redacted]  
Client type: Teams  
Location:



**Overview**

Data source: CodeTeams  
Service type: App. sharing  
Time: 30/3/2021 14:12:17  
Ringtime: 0:00:00  
Duration: 0:10:29  
Call type: Completed  
Quality: Good

**Network**

Network MOS: 0.00  
Error category: Success  
Error description:

Devices    Quality    Trace route

**Caller**

URI:  
PAI:  
Client type: Teams  
Client version: CallSignalingAgent (27/1.4.00.7174#/release\_releases/CL2021.R01.2021.01.01.23/releases/CL2021.R01)  
Connection type: Wi-Fi  
VPN: False  
Endpoint:  
IP address: [Redacted]  
Reflexive IP Address: [Redacted]  
Subnet: [Redacted]  
Capture device: vid0\pid:0

**Callee**

URI:  
PAI:  
Client type: Teams  
Client version: CallSignalingAgent (27/1.4.00.7174#/release\_releases/CL2021.R01.2021.01.01.23/releases/CL2021.R01)  
Connection type: Wired  
VPN: False  
Endpoint:  
IP address: [Redacted]  
Reflexive IP Address: [Redacted]  
Subnet: [Redacted]  
Capture device: 4- Pletronics Audio 655 DSP

>> Click here to go back <<

## Employee summary



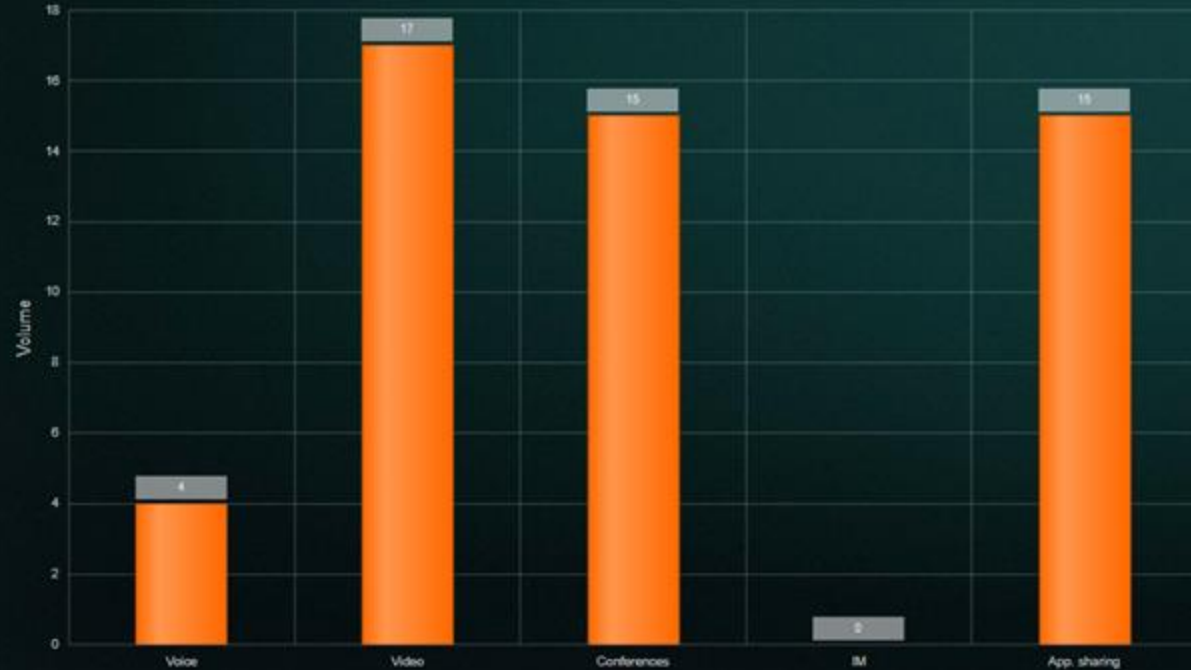
Title: Director  
Organization unit: Sales  
Email: [redacted]

View activity from

24/03/2021 to 31/03/2021

### EndPoints

SIP: [redacted]



### Calls

Time	From	To	Service type	Quality
30/3/2021 14:12:17	[redacted]	[redacted]	App. sharing	Good
30/3/2021 13:45:58	[redacted]	[redacted]	Video	Unknown
30/3/2021 11:19:34	[redacted]	[redacted]	Video	Unknown
30/3/2021 10:33:56	[redacted]	[redacted]	Voice	Good
29/3/2021 17:33:40	[redacted]	[redacted]	Video	Unknown
29/3/2021 15:23:02	[redacted]	[redacted]	Video	Good

Page 1 of 1 | 1 - 19 of 19 items

### Conferences organized

Time	Participants	Duration
30/3/2021 15:00:12	8	0:50:25
29/3/2021 16:24:43	9	1:09:30
29/3/2021 15:07:55	4	0:11:12
29/3/2021 14:59:31	3	0:06:13
26/3/2021 14:20:11	3	0:23:35
26/3/2021 14:00:00	3	0:19:05

Page 1 of 1 | 1 - 7 of 7 items

### Conferences attended

Time	Participants	Duration
30/3/2021 15:00:12	8	0:50:25
30/3/2021 14:00:05	4	0:12:14
29/3/2021 16:24:43	9	1:09:30
29/3/2021 15:07:55	4	0:11:12
29/3/2021 14:59:31	3	0:06:13
29/3/2021 13:58:57	4	0:58:07

Page 1 of 1 | 1 - 15 of 15 items

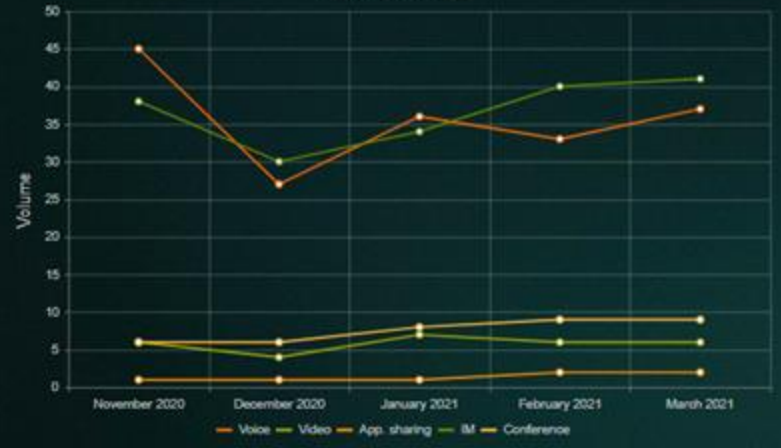
>> Click here to go back <<



User adoption

01/11/2020 to 31/03/2021 Filters

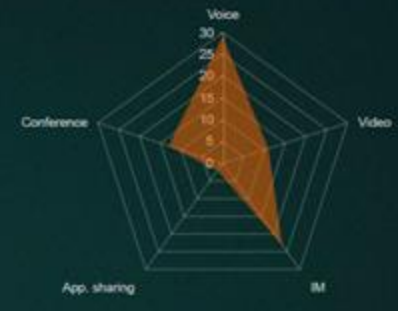
Total Usage Chart



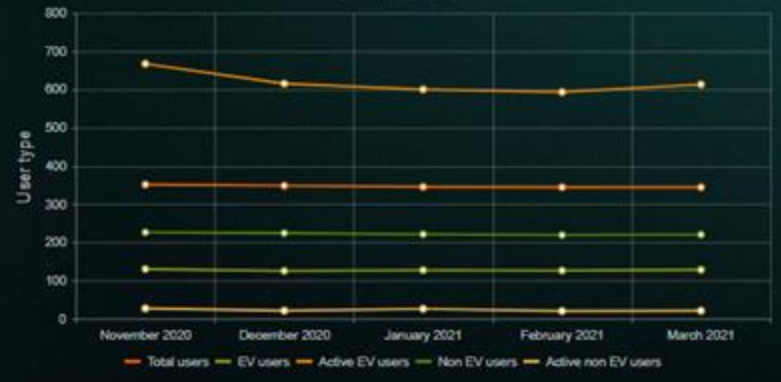
Active users



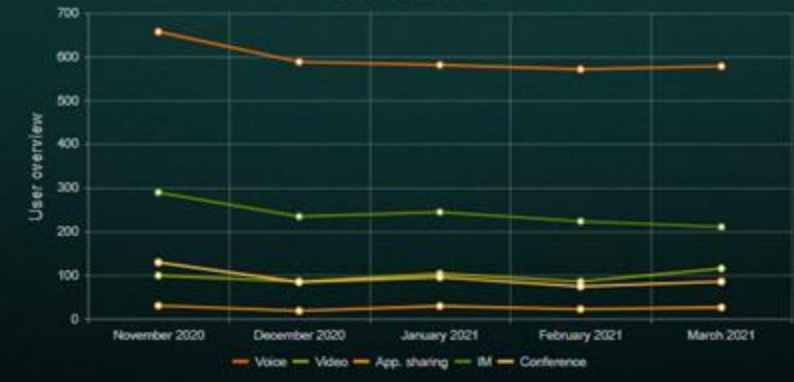
Adoption



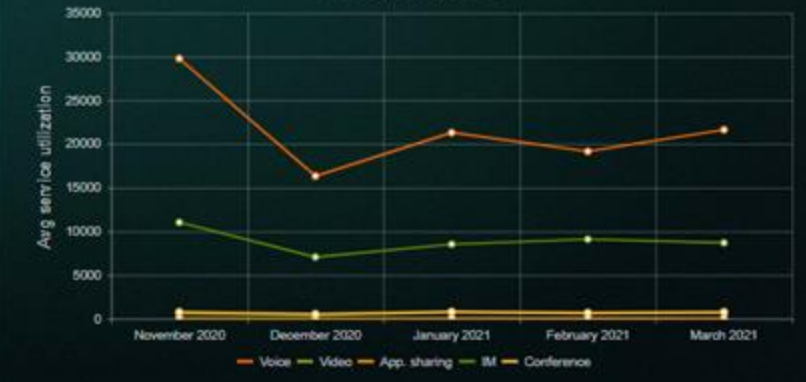
User Type Chart



User Overview Chart



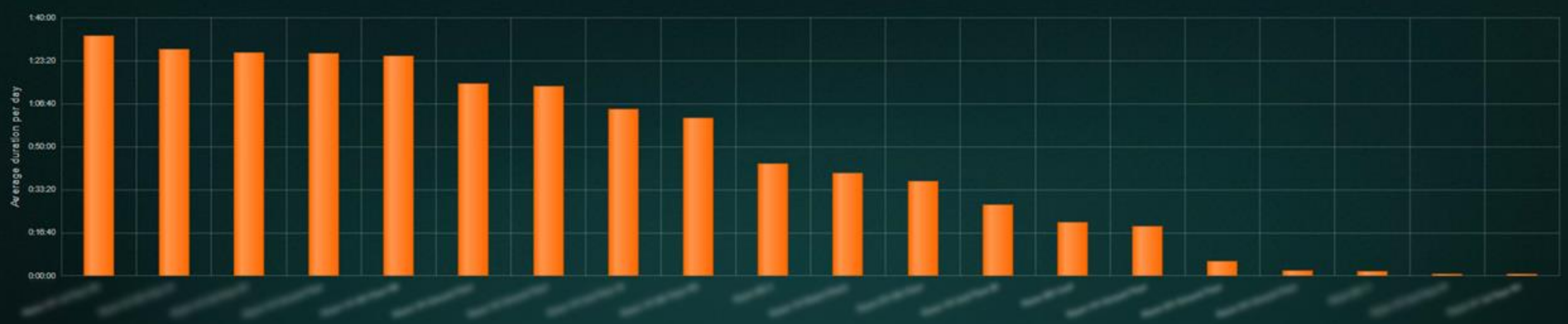
Average Usage Chart



>> Click here to go back <<

### Room systems adoption

01/01/2020 to 31/01/2020 Filters



>> Click here to go back <<

Undefined



Organization unit: [blurred]  
Extension: [blurred]  
Subject: [blurred]

### Overview

Start time: 31/3/2021 10:14:33  
End time: 31/3/2021 11:23:49  
Duration: 1:09:16  
Participants: 6  
AV participants: 6  
PSTN participants: 0  
App sharing participants: 0  
IM participants: 6



>> Click here to go back <<

Search for employees, extensions, response groups, numbers...

### Conferences

Time	Organizer	Subject	Participants	Duration	
31/3/2021 11:00:25			2	0:08:44	
31/3/2021 10:14:33			10	2:31:03	
31/3/2021 10:01:03			3	0:45:08	
Participant					
		Time	Duration	Service type	Quality
		31/3/2021 10:01:03	0:01:31	Video	Good
		31/3/2021 10:01:05	0:01:30	Video	Good
		31/3/2021 10:03:25	0:42:46	Voice	Good
1 - 3 of 3 items					
31/3/2021 09:59:21			13	1:43:32	
31/3/2021 09:30:42			4	0:32:18	
31/3/2021 09:29:45			5	0:35:14	
Participant					
		Time	Duration	Service type	Quality
		31/3/2021 09:29:45	0:35:06	Video	Good
		31/3/2021 09:30:13	0:34:38	Video	Good
		31/3/2021 09:30:26	0:34:33	Video	Good
		31/3/2021 09:31:16	0:33:34	Video	Good
		31/3/2021 09:31:58	0:32:51	Video	Good
1 - 5 of 5 items					
31/3/2021 09:15:51			4	0:12:01	
31/3/2021 09:15:12			2	0:03:40	
30/3/2021 15:14:28			1	0:00:09	
30/3/2021 12:29:33			2	0:20:57	
30/3/2021 12:00:29			2	0:23:04	
30/3/2021 12:00:13			5	0:23:37	
30/3/2021 10:59:50			6	1:02:44	
30/3/2021 09:46:35			3	0:49:21	
1 - 21 of 21 items					

>> Click here to go back <<



Search for employees, extensions, response groups, numbers...



### Quality index

Filter from: 01/03/2021 to 31/03/2021 On server: Search

#### Thresholds

Avg network MOS degradation	1.0
Round trip (ms)	500
Audio packet loss rate	0.1
Avg jitter	30
Ratio concealed samples avg	0.1
Video post FECPLR	0.1
Video local avg frame loss	10
Avg frame rate	7
Low frame rate call	10
Video packet loss rate	0.1
Inbound video avg frame rate	7
Outbound video avg frame rate	7
Dynamic capability	10
Spoiled tile	36
RDP tile processing latency avg	400
App sharing relative one way avg	1.8



#### Calls

Employee	Start time	Direction	Duration	Number	Quality	Computed quality	
[Redacted]	Mon Mar 01 2021 09:34:39 GM...	In	0:01:48	[Redacted]	Poor	Poor	Call details
[Redacted]	Mon Mar 01 2021 09:56:47 GM...	In	0:00:06	[Redacted]	Poor	Poor	Call details
[Redacted]	Mon Mar 01 2021 09:30:28 GM...	Internal	0:30:44	[Redacted]	Good	Poor	Call details
[Redacted]	Mon Mar 01 2021 09:32:21 GM...	Internal	0:28:53	[Redacted]	Poor	Poor	Call details
[Redacted]	Mon Mar 01 2021 09:31:05 GM...	Internal	0:24:45	[Redacted]	Poor	Poor	Call details
[Redacted]	Mon Mar 01 2021 11:02:36 GM...	Internal	0:29:50	[Redacted]	Good	Poor	Call details
[Redacted]	Mon Mar 01 2021 11:01:20 GM...	Internal	0:30:59	[Redacted]	Good	Poor	Call details
[Redacted]	Mon Mar 01 2021 14:06:30 GM...	Internal	0:10:22	[Redacted]	Good	Poor	Call details
[Redacted]	Mon Mar 01 2021 14:51:54 GM...	Internal	0:01:55	[Redacted]	Good	Poor	Call details
[Redacted]	Mon Mar 01 2021 15:49:56 GM...	Out	0:00:10	[Redacted]	Poor	Poor	Call details
[Redacted]	Mon Mar 01 2021 15:59:00 GM...	Out	0:00:12	[Redacted]	Poor	Poor	Call details
[Redacted]	Tue Mar 02 2021 09:24:22 GMT...	Out	0:00:24	[Redacted]	Poor	Poor	Call details
[Redacted]	Tue Mar 02 2021 09:33:47 GMT...	In	0:00:17	[Redacted]	Poor	Poor	Call details
[Redacted]	Tue Mar 02 2021 10:06:53 GMT...	Out	0:00:05	[Redacted]	Good	Poor	Call details
[Redacted]	Tue Mar 02 2021 10:05:02 GMT...	In	0:00:16	[Redacted]	Poor	Poor	Call details
[Redacted]	Tue Mar 02 2021 10:13:12 GMT...	Out	0:00:02	[Redacted]	Good	Poor	Call details

>> Click here to go back <<

# Dialed number summary

## Search

Number

Date

02/11/2020

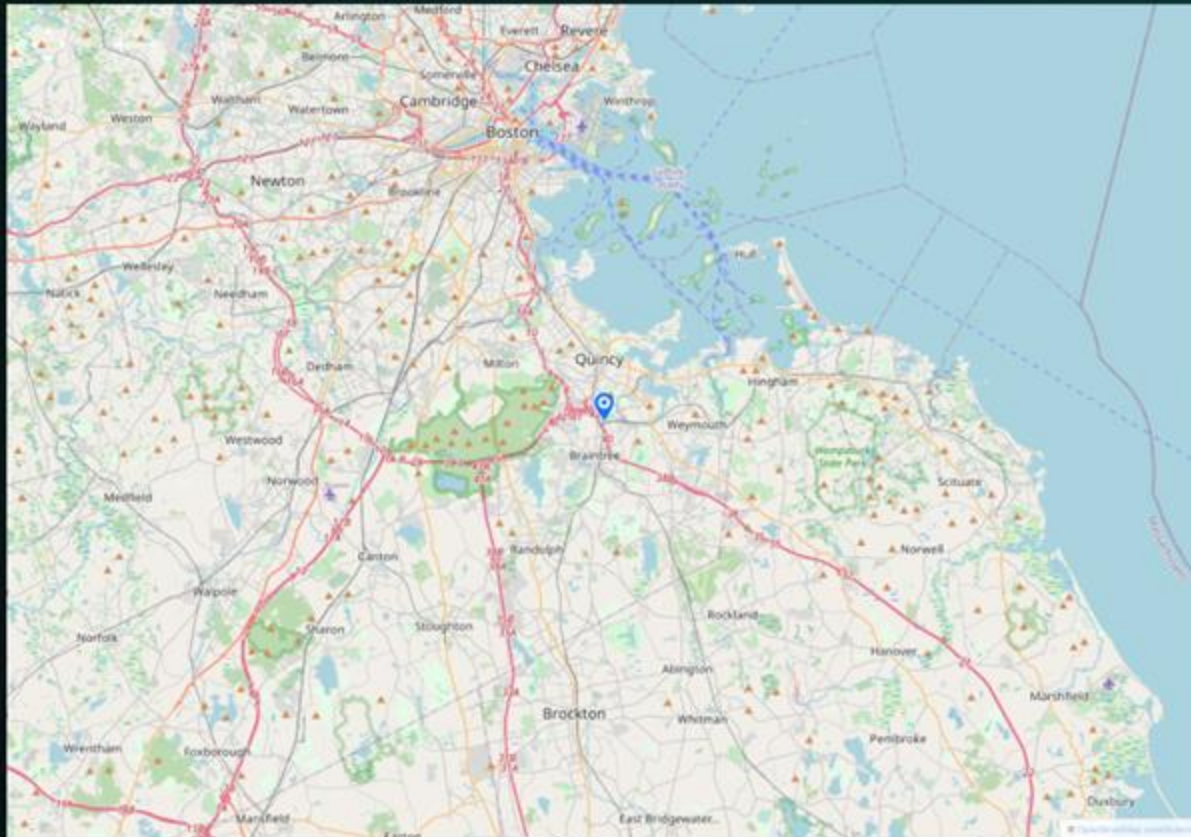


to

31/03/2021



Search



## Calls

Time	From	To	Ringtime	Duration	Quality
31/3/2021 14:23:11			0:00:17	0:00:00	Good
23/3/2021 09:31:17			0:00:08	0:00:34	Good
18/3/2021 15:32:17			0:00:23	0:00:35	Good
18/3/2021 15:31:50			0:00:09	0:00:16	Good
15/3/2021 12:38:59			0:00:06	0:00:00	Good
8/3/2021 15:10:00			0:00:09	0:00:58	Good
4/3/2021 17:16:57			0:00:09	0:00:27	Good
19/2/2021 10:24:42			0:00:19	0:00:01	Good
5/2/2021 09:34:43			0:00:15	0:00:03	Good
21/1/2021 14:18:59			0:00:06	0:00:00	Good
21/1/2021 14:18:59			0:00:08	0:00:03	Good
22/12/2020 09:31:37			0:00:22	0:00:26	Good
27/11/2020 10:30:47			0:00:07	0:00:03	Good
23/11/2020 11:00:57			0:00:10	0:00:26	Good

>> Click here to go back <<

The screenshot shows a web application interface with a dark theme. On the left is a navigation sidebar with items like Alarms, Collectors, Currencies, Import settings, License info, Modules, Organization, Organization settings, Parsers, Phones, Plugins, Presence, Reports, Security, Sites, Subnets, System, and Tariff. The main area is titled 'Search' and contains a search bar with 'Search' and 'Clear' buttons, and 'New' and 'Delete' buttons. Below is a table with columns: Name, Enabled, Type, Modified by user, and Last updated. The table lists three items: 'DID Range over 90 % Capacity', 'DID Range over 80%', and 'Inbound Weekend Calls'. To the right of the table is a configuration panel with tabs for 'General', 'Conditions', and 'Thresholds'. The 'Thresholds' tab is active, showing settings for 'Duration greater than or equal to', 'Ring time greater than or equal to', 'Cost greater than or equal to', 'MOS less than or equal to', and 'Diagnostic IDs'. A 'Save' button is at the bottom right of this panel. At the bottom of the page, there is a pagination control showing 'Page 1 of 1' and a status bar indicating 'Displaying 1 - 3 of 3'.

<input type="checkbox"/>	Name ↑	Enabled	Type	Modified by user	Last updated
<input type="checkbox"/>	DID Range over 90 % Capacity	<input type="checkbox"/>	DID range		17/11/2017
<input type="checkbox"/>	DID Range over 80%	<input type="checkbox"/>	DID range		07/07/2020
<input type="checkbox"/>	Inbound Weekend Calls	<input checked="" type="checkbox"/>	CDR		21/06/2018

>> Click here to go back <<

Stakeholder Focus	IT	Helpdesk	Super User	Dept Managers	General Management	Project / Change Management	Queue Team Leaders	Products
Helpdesk Tool	✓	✓						Clobba, RM
Troubleshooting	✓	✓		✓	✓	✓		Clobba, RM
User Behaviour	✓	✓	✓	✓		✓		Clobba
Device Management	✓	✓				✓		Clobba
Productivity	✓			✓	✓	✓		Clobba, RM
Service Levels	✓			✓	✓	✓	✓	Clobba, RM
Adoption - Migration	✓		✓	✓	✓	✓	✓	Clobba
Adoption Teams	✓		✓	✓	✓	✓		Clobba
Products	Clobba, RM	Clobba, RT, VR	Clobba	Clobba, RT, VR	Clobba, RM	Clobba, RM	Clobba, RT, VR	







>> [Click here to go back](#) <<

# Technology partners

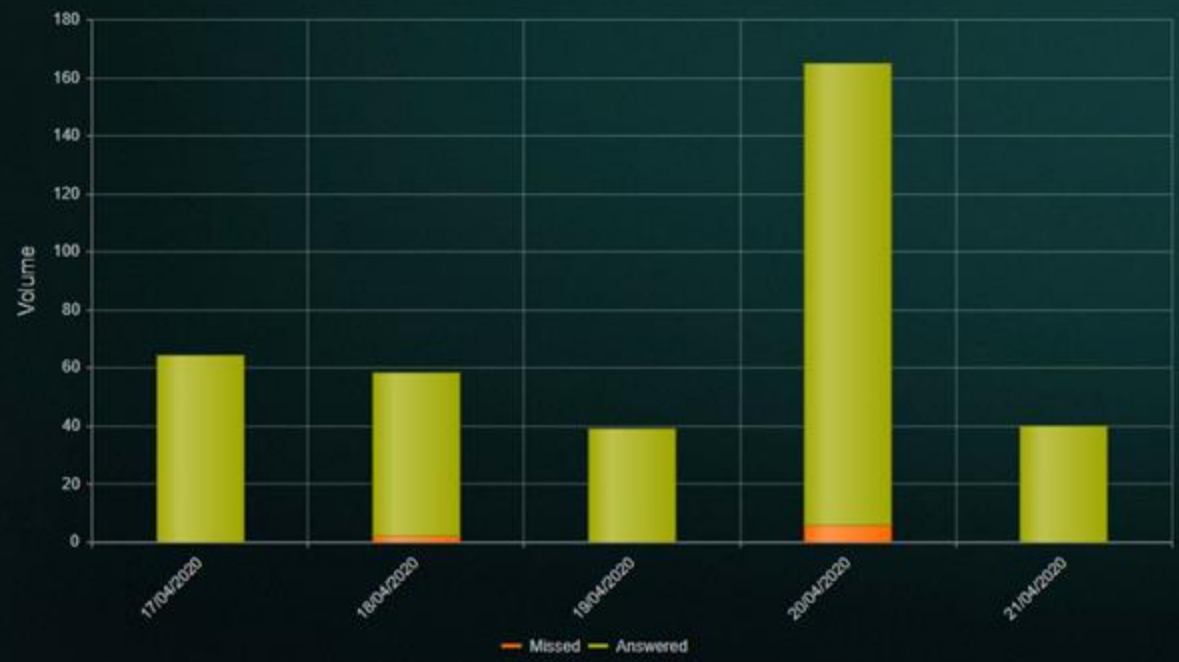


>> Click here to go back <<

### Overview

Total calls: 365  
Answered calls: 358  
Missed calls: 7  
Answered %: 98.08  
Avg call duration: 0:07:08  
Avg queue time: 0:00:06

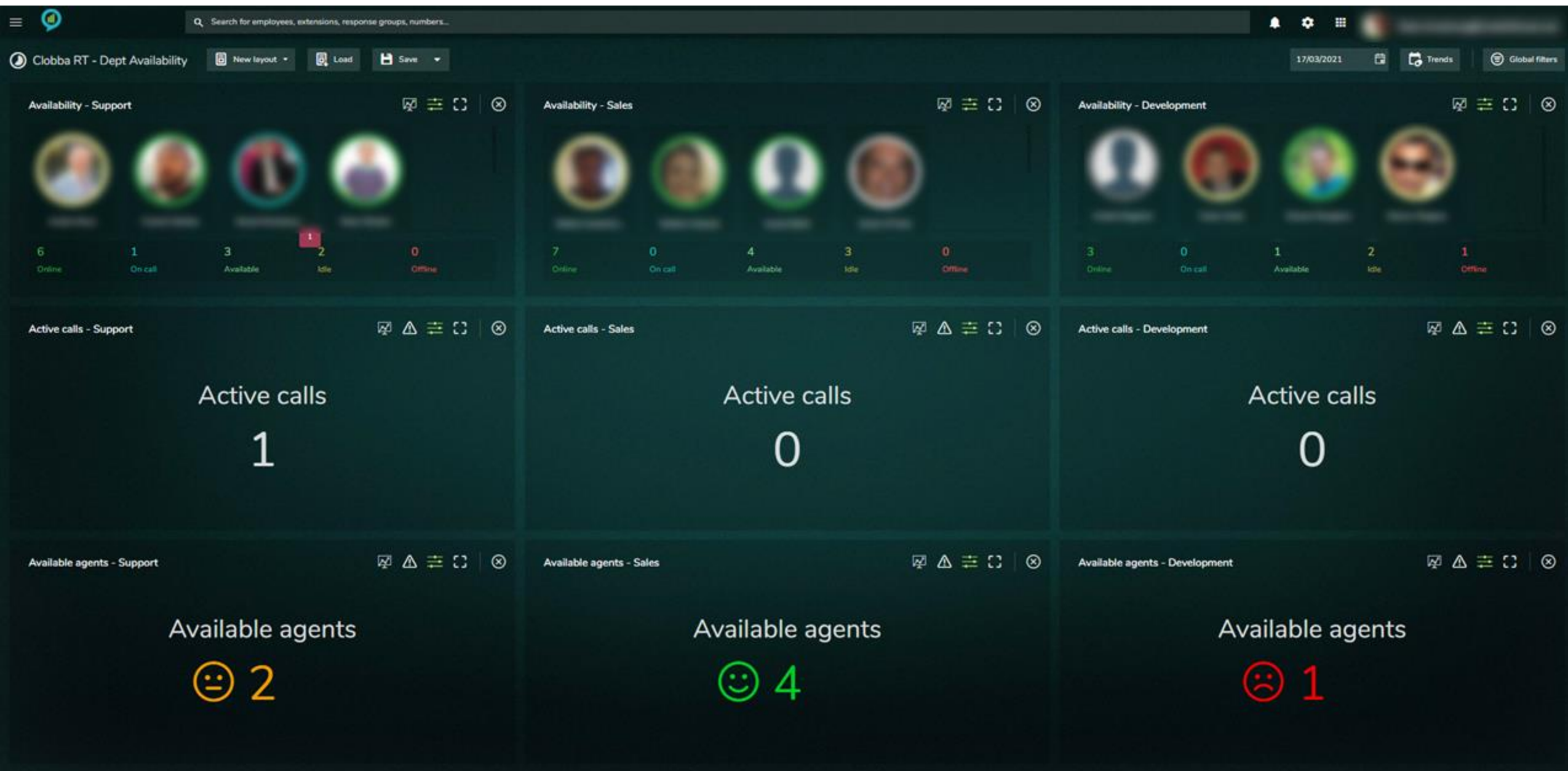
### Success rate



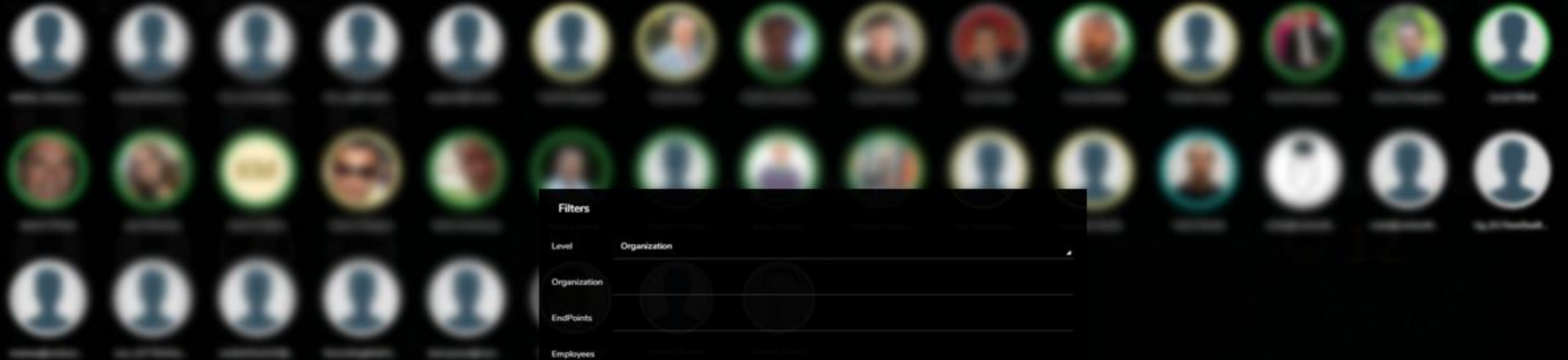
### Agents

Agent	Calls ↓	Duration	Avg. duration	Avg. ringtime
Agent 1	49	5:31:34	0:06:46	0:00:06
Agent 2	45	2:55:45	0:03:54	0:00:06
Agent 3	35	3:14:13	0:05:32	0:00:07
Agent 4	32	3:12:42	0:06:01	0:00:06
Agent 5	31	3:31:05	0:06:48	0:00:06
Agent 6	29	4:10:48	0:08:38	0:00:06
Agent 7	25	3:19:55	0:07:59	0:00:06
Agent 8	23	4:29:14	0:11:42	0:00:06
Agent 9	17	3:01:40	0:10:41	0:00:06
Agent 10	15	1:34:30	0:06:18	0:00:06
Agent 11	14	3:08:41	0:13:28	0:00:06
Agent 12	13	1:37:25	0:07:29	0:00:06
Agent 13	11	1:19:07	0:07:11	0:00:06
Agent 14	10	1:07:11	0:06:43	0:00:06
Agent 15	8	0:00:00	0:00:00	0:00:17
Agent 16	8	0:22:39	0:02:49	0:00:06
Agent 17	1	0:03:09	0:03:09	0:01:04

>> Click here to go back <<



>> Click here to go back <<



**Filters**

Level: Organization

Organization: [Two circular selection buttons]

EndPoints: [Two circular selection buttons]

Employees: [Two circular selection buttons]

Queues: [Two circular selection buttons]

Logged to autoattendant

Status:  All  Online  On call  Available  Idle  Busy  Offline

SEARCH CLOSE

20  
Online

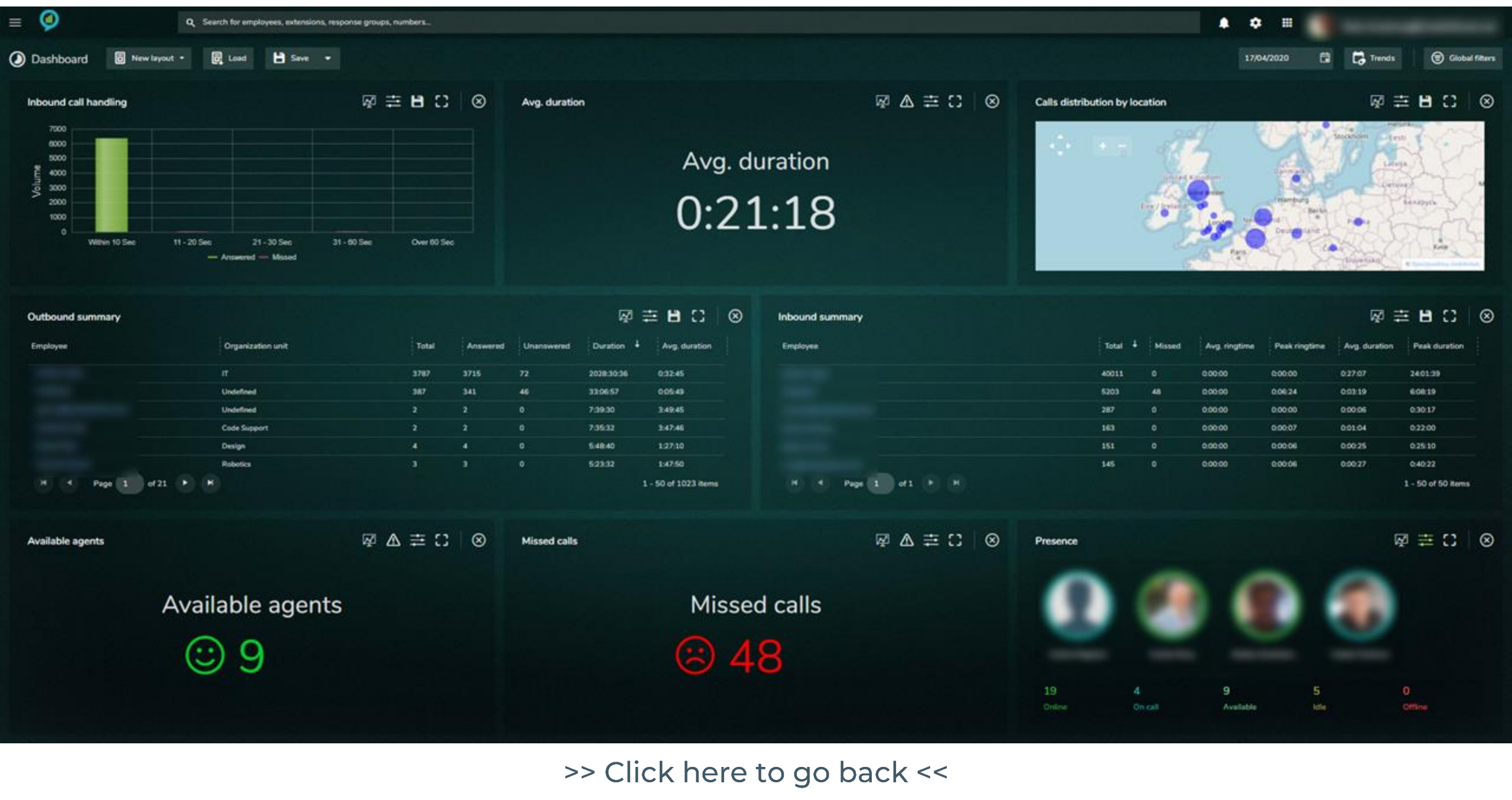
1  
On call

12  
Available

7  
Idle

7  
Offline

>> Click here to go back <<



>> Click here to go back <<

Calls



- HR-AA@codesoft.net
- Infini-AA@codesoft.net
- CQ-Overflow@codesoft.net
- CQ-Infini-Sales-OF@codesoft.net
- CQ-Admin-OF@codesoft.net
- CQ-Control-OOH@codesoft.net

Missed calls



- HR-AA@codesoft.net
- CQ-Control-OOH@codesoft.net
- CQ-Overflow@codesoft.net
- CQ-Infini-Sales-OF@codesoft.net
- CQ-Admin-OF@codesoft.net

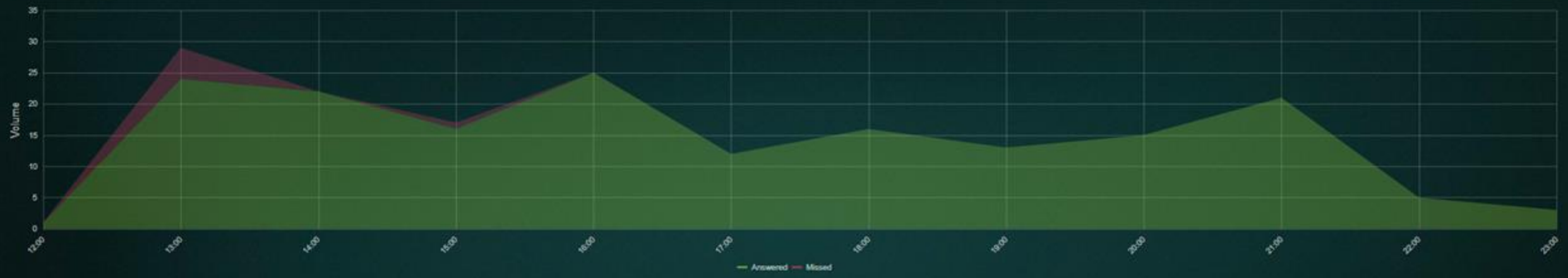
Unused response groups

Description
CQ-Admin@codesoft.net
CQ-HR@codesoft.net
CQ-Infini-Sales@codesoft.net

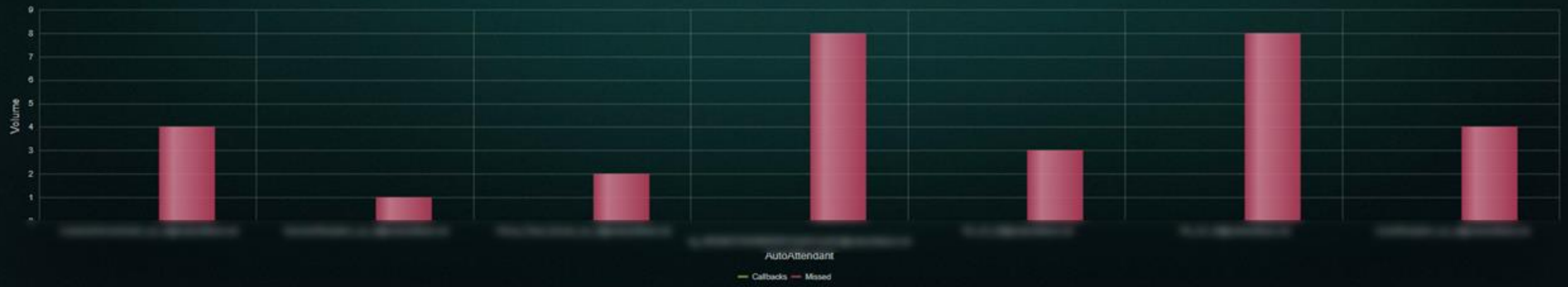
Overflow

>> Click here to go back <<

### Queues call answering



### Callbacks



>> Click here to go back <<



Analytics

Search for employees, extensions, response groups, numbers...

Summary 02/02/2021 26/02/2021

Time	Extension	Employee	Ringtime	Duration	Direction	Number	Conference id	Queue	
Conference id: 005227									
23/2/2021 11:31:51			00:12	00:00	In		00522793-4497-477-b36e-e7f3b1d456a2		Details
23/2/2021 11:31:50			00:19	00:00	In		00522793-4497-477-b36e-e7f3b1d456a2		Details
23/2/2021 11:31:48			00:03	00:00	In		00522793-4497-477-b36e-e7f3b1d456a2		Details
23/2/2021 11:31:48			00:15	00:07	In		00522793-4497-477-b36e-e7f3b1d456a2		Details
Conference id: 00aed6									
23/2/2021 09:29:13			00:00	00:10	Out		00aed6f1-df5f-4481-a326-dbd1737292d		Details
Conference id: 010b93									
23/2/2021 09:45:41			00:00	00:53	Out		010b930-739c-419a-ae0e-0db29e08337		Details
Conference id: 01d041									
23/2/2021 18:10:50			00:00	00:06	Out		01d0416d-9566-49c7-b036-10d1acae6c9		Details
Conference id: 028544									
23/2/2021 10:59:53			00:00	00:32	Out		0285447-d7e9-44cf-9e65-fbc3d8efb256		Details
Conference id: 02f340									
23/2/2021 09:32:06			00:00	00:06	In		02f340de-caae-4d30-9743-d69e9114e744		Details
Conference id: 03798d									
22/2/2021 23:53:53			00:00	00:01	Out		03798d93-c750-4553-98f7-6bcb857a0b78		Details
Conference id: 041762									
22/2/2021 17:00:11			00:00	00:22	Internal		041762fb-e127-40b9-8cd9-e55545aaf795		Details
22/2/2021 17:00:11			00:00	00:22	Internal		041762fb-e127-40b9-8cd9-e55545aaf795		Details
Conference id: 0495b4									
23/2/2021 14:12:09			00:00	00:34	Out		0495b45a-2de2-4485-a53f-df182e901a7e		Details
Conference id: 060e5c									
23/2/2021 15:27:05			00:08	00:44	In		060e5cb1-88f7-4bf5-946b-3a42a1c133bb		Details
23/2/2021 15:27:05			00:15	00:00	In		060e5cb1-88f7-4bf5-946b-3a42a1c133bb		Details
23/2/2021 15:26:54			00:07	00:00	In		060e5cb1-88f7-4bf5-946b-3a42a1c133bb		Details
23/2/2021 15:26:31			00:33	00:00	In		060e5cb1-88f7-4bf5-946b-3a42a1c133bb		Details
23/2/2021 15:26:09			00:22	00:00	In		060e5cb1-88f7-4bf5-946b-3a42a1c133bb		Details
23/2/2021 15:23:00			01:15	00:00	In		060e5cb1-88f7-4bf5-946b-3a42a1c133bb		Details
23/2/2021 15:22:37			00:22	00:00	In		060e5cb1-88f7-4bf5-946b-3a42a1c133bb		Details

Page 1 of 22

1 - 50 of 1098 items

>> Click here to go back <<

IVR-AA@Codesoft.Net

Sip address: [redacted]

Telephone: [redacted]

Overview

Caller: [redacted]

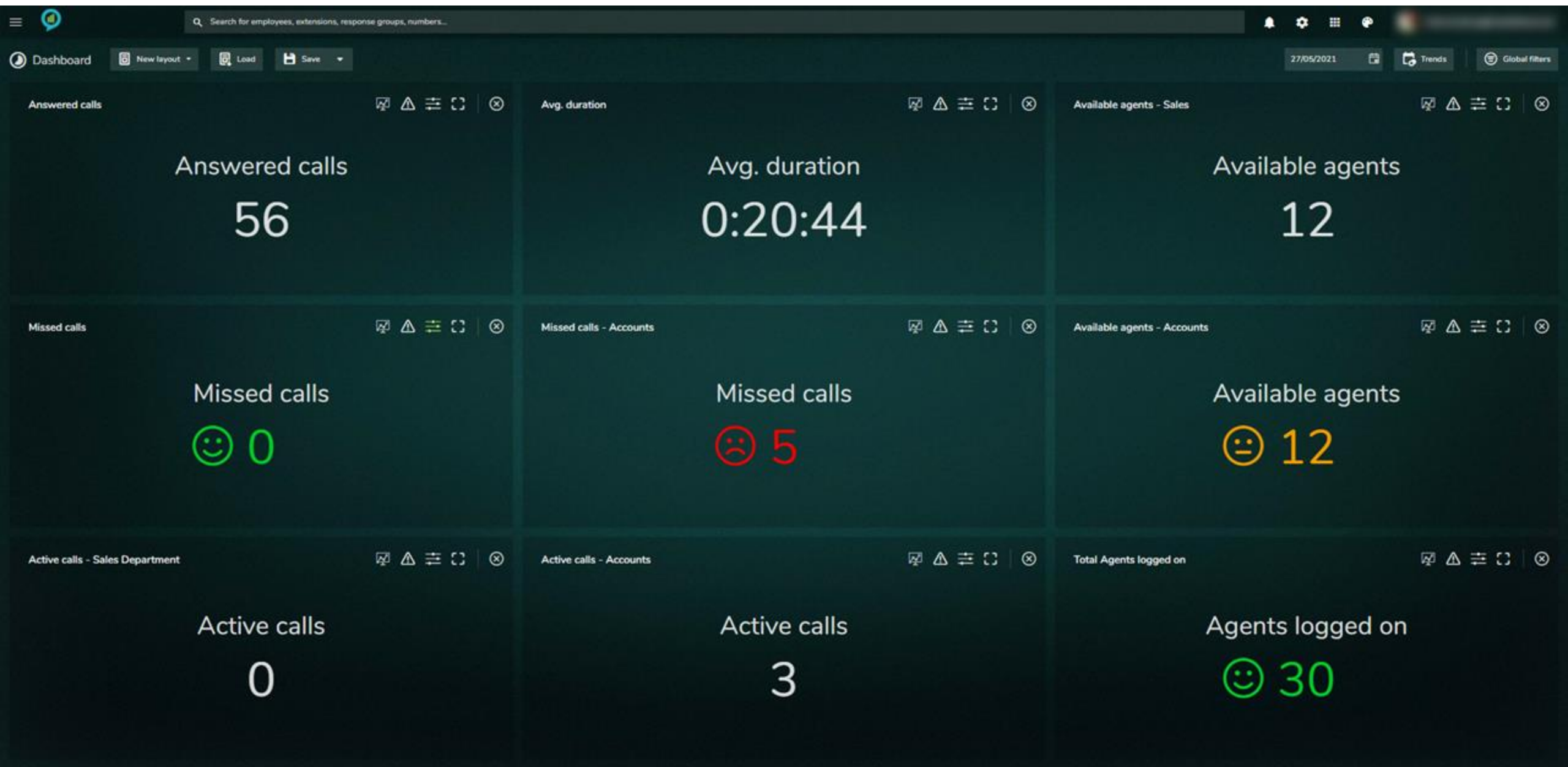
Status: Answered

Queue time: 0:00:08

Duration: 0:01:44



>> Click here to go back <<



>> Click here to go back <<



## Recordings

Play	Start time ↓	User	Duration	Ringtime	Number	Participants
▶	5/27/2021 3:06 PM	[blurred]	00:12:24	00:00:08	[blurred]	2
▼	5/27/2021 3:00 PM	[blurred]	00:03:31	00:00:05	[blurred]	1

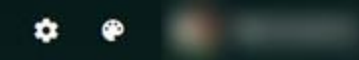
### Overview

Start time: 3:00:06 PM  
Connected time: 3:00:06 PM  
End time: 3:03:42 PM  
Duration: 00:03:31  
Ringtime: 00:00:05

▶	5/27/2021 2:54 PM	[blurred]	00:07:35	00:00:03	[blurred]	2
▶	5/27/2021 2:46 PM	[blurred]	00:02:48	00:00:09	[blurred]	2

Nothing to play

>> Click here to go back <<



Back

Play Download Delete

### Overview

Start time: 12:30:44 PM  
Connected time: 12:30:44 PM  
End time: 12:35:46 PM  
Duration: 00:04:59  
Ringtime: 00:00:02

### Participants

Name	Join ↑	Leave	Duration
[blurred]	12:30:47 PM	12:35:46 PM	0:04:59
[blurred]	12:30:47 PM	12:35:46 PM	0:04:59
[blurred]	12:30:47 PM	12:35:46 PM	0:04:59
[blurred]	12:30:47 PM	12:35:46 PM	0:04:59
[blurred]	12:30:47 PM	12:35:46 PM	0:04:59

Nothing to play

>> Click here to go back <<



## Active calls

User	Status	Start time	End time	Participant	Participants
[User]	Recording	2:18:29 PM		[Participant]	2
[User]	Recording	2:19:39 PM		[Participant]	2
[User]	Recording	2:19:39 PM		[Participant]	2

Nothing to play

>> Click here to go back <<



## Active calls

Info  
Recording has been paused

User	Status	Start time	End time	Participant	Participants
[Redacted]	Recording	2:19:39 PM		[Redacted]	2
[Redacted]	Recording	2:19:39 PM		[Redacted]	2

Nothing to play

>> Click here to go back <<



# Logs

Time ↓	Type	User	Address	Role	Text
5/27/2021 3:41:46 PM	Navigate	[redacted]	185.147.90.30	Administrator	View Logs page
5/27/2021 3:28:21 PM	Navigate	[redacted]	185.147.90.30	Administrator	View recording details page
5/27/2021 3:26:11 PM	Navigate	[redacted]	185.147.90.30	Administrator	View Recordings page
5/27/2021 2:26:43 PM	Navigate	[redacted]	185.147.90.30	Administrator	View Recordings page
5/27/2021 2:26:40 PM	Navigate	[redacted]	185.147.90.30	Administrator	View Recordings page
5/27/2021 2:25:28 PM	Navigate	[redacted]	185.147.90.30	Administrator	View Recorders page
5/27/2021 2:24:25 PM	Navigate	[redacted]	185.147.90.30	Administrator	View Logs page
5/27/2021 2:24:25 PM	Navigate	[redacted]	185.147.90.30	Administrator	View Logs page
5/27/2021 2:22:52 PM	Navigate	[redacted]	185.147.90.30	Administrator	View Active calls page
5/27/2021 2:22:41 PM	Navigate	[redacted]	185.147.90.30	Administrator	View Recordings page
5/27/2021 2:21:06 PM	Navigate	[redacted]	185.147.90.30	Administrator	View Recordings page
5/27/2021 2:15:58 PM	Navigate	[redacted]	185.147.90.30	Administrator	View Active calls page
5/27/2021 2:15:18 PM	Navigate	[redacted]	185.147.90.30	Administrator	View recording details page
5/27/2021 2:14:19 PM	Navigate	[redacted]	185.147.90.30	Administrator	View Recordings page
5/27/2021 2:14:19 PM	Login	[redacted]	185.147.90.30	Administrator	
5/27/2021 9:11:51 AM	Navigate	[redacted]	185.147.90.30	Administrator	View Recorders page
5/27/2021 9:08:42 AM	SilentIntrude	[redacted]	185.147.90.30	Administrator	Silent intrude on [redacted]
5/27/2021 9:08:26 AM	Navigate	[redacted]	185.147.90.30	Administrator	View Active calls page
5/27/2021 9:08:19 AM	Navigate	[redacted]	185.147.90.30	Administrator	View Recordings page
5/27/2021 9:07:30 AM	Navigate	[redacted]	185.147.90.30	Administrator	View recording details page
5/27/2021 9:07:00 AM	Play	[redacted]	185.147.90.30	Administrator	Play recording of [redacted]
5/27/2021 8:54:50 AM	Play	[redacted]	185.147.90.30	Administrator	Play recording of [redacted]
5/27/2021 8:54:15 AM	Navigate	[redacted]	185.147.90.30	Administrator	View Recordings page
5/27/2021 8:53:59 AM	Login	[redacted]	185.147.90.30	Administrator	

>> Click here to go back <<





## Recorders

+ New

Azure host name	DNS CName	Recording announcement	Allow pause	Is online	Last activity	
[Redacted]	[Redacted]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3/17/2021 12:13:19 PM	<a href="#">Update</a> <a href="#">Delete</a>
[Redacted]	[Redacted]	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5/27/2021 3:42:18 PM	<a href="#">Update</a> <a href="#">Delete</a>
[Redacted]	[Redacted]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1/27/2020 8:38:40 AM	<a href="#">Update</a> <a href="#">Delete</a>
test	test	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<a href="#">Update</a> <a href="#">Delete</a>
test12	test12	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<a href="#">Update</a> <a href="#">Delete</a>

>> Click here to go back <<

Navigation icons: Home, Search, Notifications, Settings, App, Profile

Page Title: Edit queue

Buttons: Back, Save

Name: Code Main Queue

Language: French (Canada)

Call answering

Users

+ Add users

User	Action
James Smith	Delete

+ Add groups

Group	Action
Global Sales	Delete

Conference mode:

Routing method: Longest idle

Presence-based routing:

Call agents can opt out of taking calls:

Call agent alert time (seconds):

Call overflow handling

Maximum calls in the queue:

Overflow action: Disconnect

- Disconnect
- Redirect to person in organization
- Redirect to auto attendant or call queue
- Redirect to external phone number
- Redirect to voicemail

>> Click here to go back <<



Search for employees, extensions, response groups, numbers...



### Statistics

#### Statistics

Numbers: 22943  
 Top ranges: 158  
 Allocated: 3785 (16 %)  
 Unallocated: 19158 (83 %)

#### Allocation



#### Top ranges

From	To	Description	Size	Allocated	Allocated Percent	Location
		[Auto] Belfast	10	10	100 %	Belfast
		[Auto] Unknown 2	10	8	80 %	
		Beijing	100	79	79 %	Beijing
		Bedford	100	77	77 %	Bedford
		[Auto] Tennessee 19	80	60	75 %	Tennessee
		Dubai	101	64	63 %	Dubai
		[Auto] Tennessee 4	60	38	63 %	Tennessee
		[Auto] Athlone	10	6	60 %	Athlone
		[Auto] Australia 1	10	6	60 %	Australia
		[Auto] Hong Kong 2	20	12	60 %	Hong Kong
		Arkansas Office	101	53	52 %	Arkansas
		[Auto] Tennessee 6	10	5	50 %	Tennessee
		[Auto] Tennessee 14	10	5	50 %	Tennessee

>> Click here to go back <<

Search for employees, extensions, response groups, numbers...

### Ranges

From	To	Description	Size	Allocated	Allocated Percent	Location	Provider	Provider Number
		Arizona	50	3	6%	Arizona	Comcast	5
		Dublin Office	51	23	45%	Dublin	VZ	2
		Arkansas Office	101	53	52%	Arkansas	ATT	6
		London Office	201	36	18%	London	Colt	3
		Dublin 3	901	42	5%	Dublin	4	
		New York	901	117	13%	New York	ATT	7
		Dallas	601	69	11%	Texas		
		Beijing	100	79	79%	Beijing	China Telecom	
		Bedford	100	77	77%	Bedford		
		Dubai	101	64	63%	Dubai		
		Abidjan	101	23	23%	Abidjan		
		Hyderabad	901	28	3%	Hyderabad		
		Malta	701	47	7%	Malta		
		New Delhi	151	11	7%	New Delhi		
		Austria	251	27	11%	Austria		
		Belfast	100	17	17%	Belfast		
		London	91	18	20%	London		
		[Auto] Dublin	10	2	20%	Dublin		
		[Auto] Dublin 1	40	3	8%	Dublin		
		[Auto] Dublin 2	100	4	4%	Dublin		
		[Auto] Dublin 3	20	4	20%	Dublin		
		[Auto] Dublin 4	10	2	20%	Dublin		
		[Auto] Unknown	20	3	15%			
		[Auto] Unknown 1	40	3	8%			
		[Auto] Unknown 2	10	8	80%			
		[Auto] Athlone	10	6	60%	Athlone		
		[Auto] London	10	2	20%	London		
		[Auto] Dungannon	10	3	30%	Dungannon		
		[Auto] Belfast	10	10	100%	Belfast		
		[Auto] Belfast 1	10	2	20%	Belfast		
		[Auto] Unknown 3	30	3	10%			

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1 - 30 of 158 items

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New [Back](#) [Save](#)

Shared

Description \_\_\_\_\_

From \_\_\_\_\_

To \_\_\_\_\_

Size 0.00

Service Provider \_\_\_\_\_

Service Provider # \_\_\_\_\_

Hold number for 30

Location None

Organization unit None

Create Extension Ranges

From Extension \_\_\_\_\_

To Extension \_\_\_\_\_

>> Click here to go back <<

Search

Rogue DID's

DIO	Extension	Employee	Phone name	Location
			Shanghai, China	Shanghai
			Guinea-Bissau	Guinea-Bissau
			MA, USA	Massachusetts
			MA, USA	Massachusetts
			Dubai, UAE	Dubai
			Dubai, UAE	Dubai
			Barbados	Barbados
			FL, USA	Florida
			Barbados	Barbados
			Barbados	Barbados
			Barbados	Barbados
			Barbados	Barbados
			NV, USA	Nevada
			CA, USA	California
			NV, USA	Nevada
			Switzerland	Switzerland
			Crawley, United Kingdom	Crawley
			Crawley, United Kingdom	Crawley

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Numbers ↓

DID	Extension	Allocated	Reserved Until	Employee	Sip address	Active employee	Location
123456789		<input checked="" type="checkbox"/>				0	

### Edit Number ✕

Reserved Until  📅

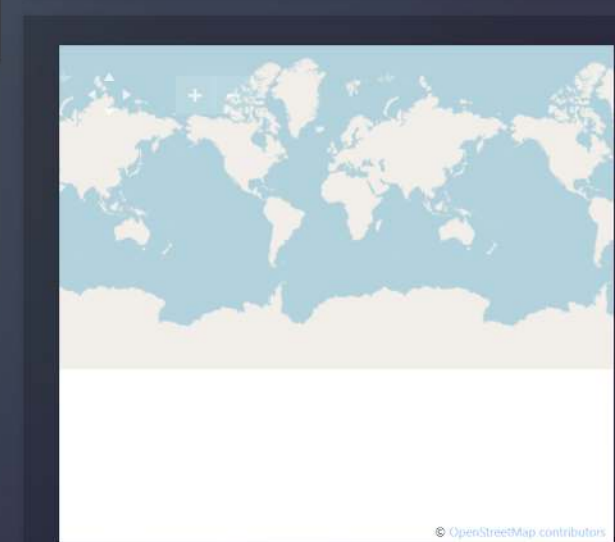
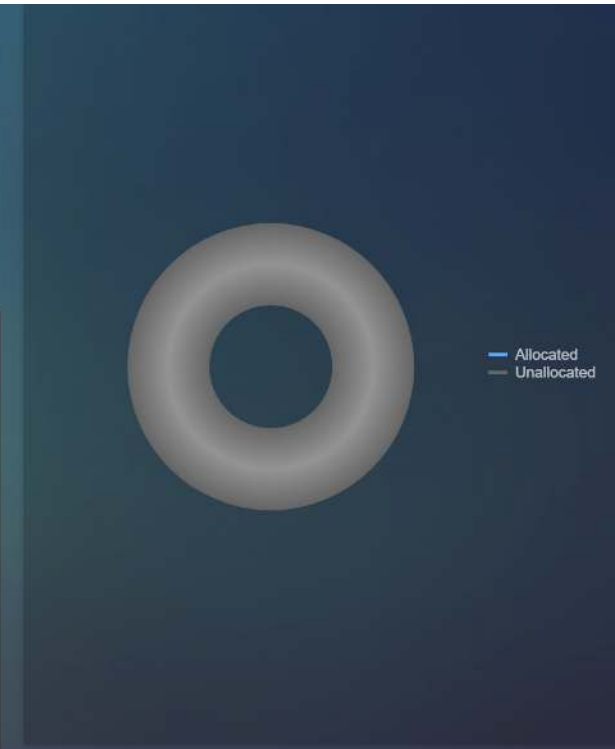
Extension None ▾

Employee ▾

Calling plan ▾

Notes reserved for Jeremy

📄 Modify



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