CLOBBA

Helping clients Maximise their investment in Microsoft Voice services
A full suite of Dashboards, Reporting Analytics, Management tools and added value for Microsoft Teams

CLOBBA

Reporting, dashboards, analytics and alerting for Teams

Benefits

- Improved productivity
- User adoption
- Resource management
- Reduce costs
- Reporting
- Trend monitors
- Quality monitors
- Productivity monitors
- Volume monitors
- Role-based access
- MTR usage

CLOBBA
License Adoption

License allocation and usage metrics for O365 and Teams

Benefits

- User adoption
- Trend analysis
- User defined dashboards
- License consumption details
- Role-based access
- Inactive users
- Duplicate licenses
- Disabled users
- Cost management
- License optimisation

CLOBBA
Real Time

Real-time and historical reporting and wallboards for Teams call queues & auto attendants

Benefits

- Real-time metrics
- Reduced call handling times
- Supports wallboards
- Historical trend analysis
- Alerts and thresholds
- Automated reporting
- Insights for queue management
- Role-based access

CLOBBA
Queue Manager

Configuration of Teams queues and auto attendants

Benefits

- Role-based access
- Increased efficiencies
- Improves customer satisfaction
- Reduced configuration time
- Replication to Teams admin portal
- User security policies
- SSO support
- Performance dashboards

CLOBBA
Voice Recorder

Simple, cost effective voice recording for Teams

Benefits

- Blanket call recording
- Role-based access
- Training and monitoring
- Simple to use
- Cost effective
- Manual pause and resume
- Simple search
- Audit trail
- Silent monitor
- Simple playback

CLOBBA
Range Manager

DID Number and range management through allocation and provisioning

Benefits

- Range summary views
- Automatic range generation
- Consumption dashboards
- Improved resource planning
- Bulk provisioning
- DID verification
- Role-based access
- Threshold alarms

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