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# TrackIFY - Telephony

TrackIFY Telephony for Microsoft Teams, all-in-one solution for efficient communication administration.

It enables IT administrator to provide insights on Telephony Infra usages, effectively manage phone numbers and customize to automate different administration workflows.

It also provides complete framework to adhere to India Telecom Compliance [TRAI] guidelines.

## TrackIFY - Telephony

TrackIFY Telephony for Microsoft Teams is a solution for streamlined Telephony Infrastructure management.

### **Insightful Tracking:**

TrackIFY monitors VOIP infrastructure, providing IT administrators with real-time insights into telephony usage patterns. Stay informed and optimize your communication resources.

### **Efficient Number Management:**

Managing phone numbers can be complex. TrackIFY simplifies this task, allowing you to allocate, track, and organize phone numbers effortlessly.

### **Customizable Workflows:**

Tailor TrackIFY to fit your unique needs. Automate routine administration tasks, saving time and reducing manual effort.

### **Compliance Made Easy:**

TrackIFY adheres to India Telecom Compliance [TRAI] guidelines. Ensure regulatory compliance seamlessly.



# Call Detailed Records

Solutions aims to collate, synthesis and store Call records from different telephony products such as Microsoft Teams, Genesys Pure Cloud and Cisco Unified Communication Managers, ensuring to meet TRAI Guidelines.

- **Segregated Call Records:** Maintain separate records for PSTN calls and Peer-to-Peer calls. This ensures clarity and accurate tracking.
- **Duration-Based Filtering:** Filter call records based on duration. Identify short or unusually long calls efficiently.
- **Seamless Integrations:** Integrate with telephony servers seamlessly. Ensure smooth data flow and real-time updates.
- **Troubleshooting Insights:** Access detailed SIP Call messages for specific calls. Facilitate rapid issue resolution.
- **Toll Bypass Detection:** Identify and notify administrators about toll bypass calls. Enhance security and compliance.
- **Customizable Dashboard Views:** Tailor the dashboard to your specific needs. Visualize call data effectively.

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- Entities not carrying out voice-based business process/services shall not be regulated under OSP.  
SHOW MORE...

MSTEAMS

Report: Direct Routing Calls | 2023-05-01 ~ 2023-06-30 | RUN REPORT

Missed/Failed Calls

Call ID	Start Date	Invite Time	Start Time	End Time	Call Type	Duration	Caller Number
7f8f8d1c-b2c2-5ad4-bb5e	29-05-2023	4:51:32 PM	4:51:45 PM	4:51:52 PM	ByotOut	7	+918069130899
fbad2278-c9aa-550d-829	17-05-2023	6:37:45 PM	6:37:53 PM	6:38:01 PM	ByotOut	8	+918069130899
fcc3f3bf-d99a-5621-ab15	17-05-2023	6:23:28 PM	6:23:40 PM	6:23:45 PM	ByotOut	5	+918069130899

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India TRAI Guidelines  
- There is no distinction between International and Domestic OSPs [Other Service Provider] and no registration required.  
- Bank Guarantee is no longer required.  
- Entities not carrying out voice-based business process/services shall not be regulated under OSP.  
SHOW MORE...

MSTEAMS

Report: Peer-To-Peer Calls | 2024-05-30 ~ 2024-05-31 | RUN REPORT

Call ID	Start Date	Start Time	End Time	Type	Modalities	Caller UPN	Callee UPN	Call Duration
0a0bac00-769a-4ed9-b71	30-05-2024	7:02:16 PM	7:05:23 PM	peerToPeer	audio	sahana.naik@digikraftsol	shanthosh.mahalingam@Saha	
23e75349-7698-4215-8d1	31-05-2024	10:00:40 AM	10:27:44 AM	groupCall	audio,videoBase	sahana.naik@digikraftsol		
3627370b-45e7-4ee1-9d6	31-05-2024	10:28:03 AM	10:28:03 AM	peerToPeer	audio	sahana.naik@digikraftsol	shanthosh.mahalingam@Saha	
56e497a2-438e-4276-b73	31-05-2024	9:57:34 AM	10:00:14 AM	peerToPeer	audio,videoBase	shanthosh.mahalingam@	sahana.naik@digikraftsol	Shan

\* One of the important guidelines as part of India Telecom Guidelines is to maintain untampered Call detailed records for PSTN Calling and Peer to Peer Calling for the duration of 1 year in the local repositories.

# Phone Number Management

## Key Features:

### Contact Management:

Efficiently manage and organize contact information within the system. This includes storing names, phone numbers, Telco Provider and other relevant details.

### Phone Number Usage Tracking:

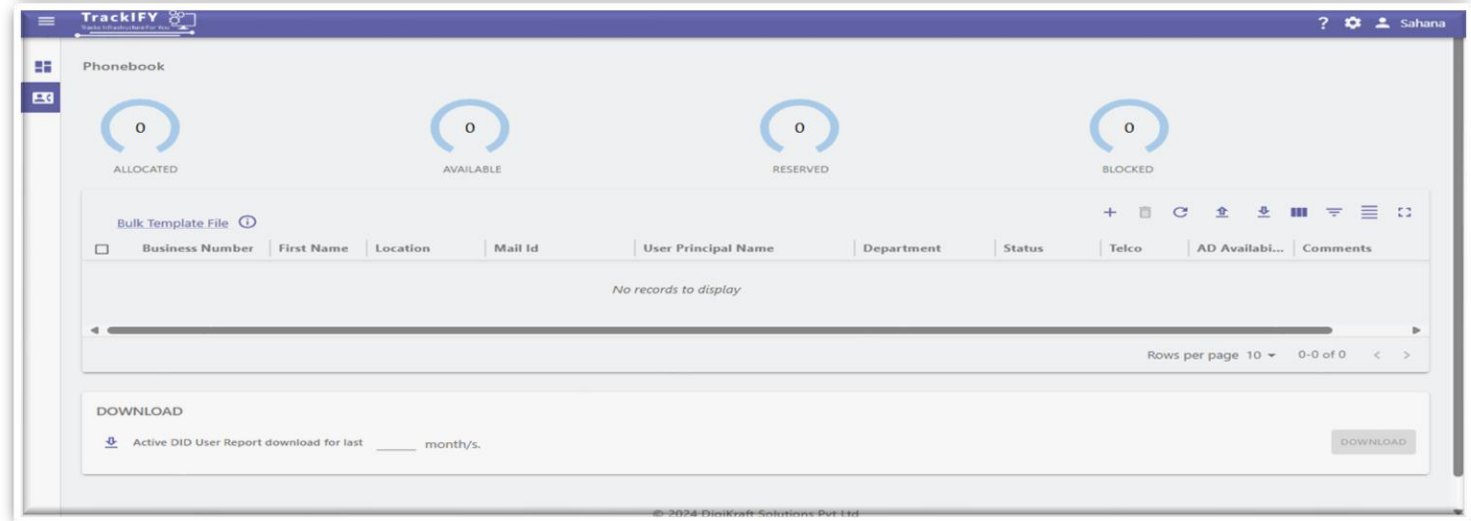
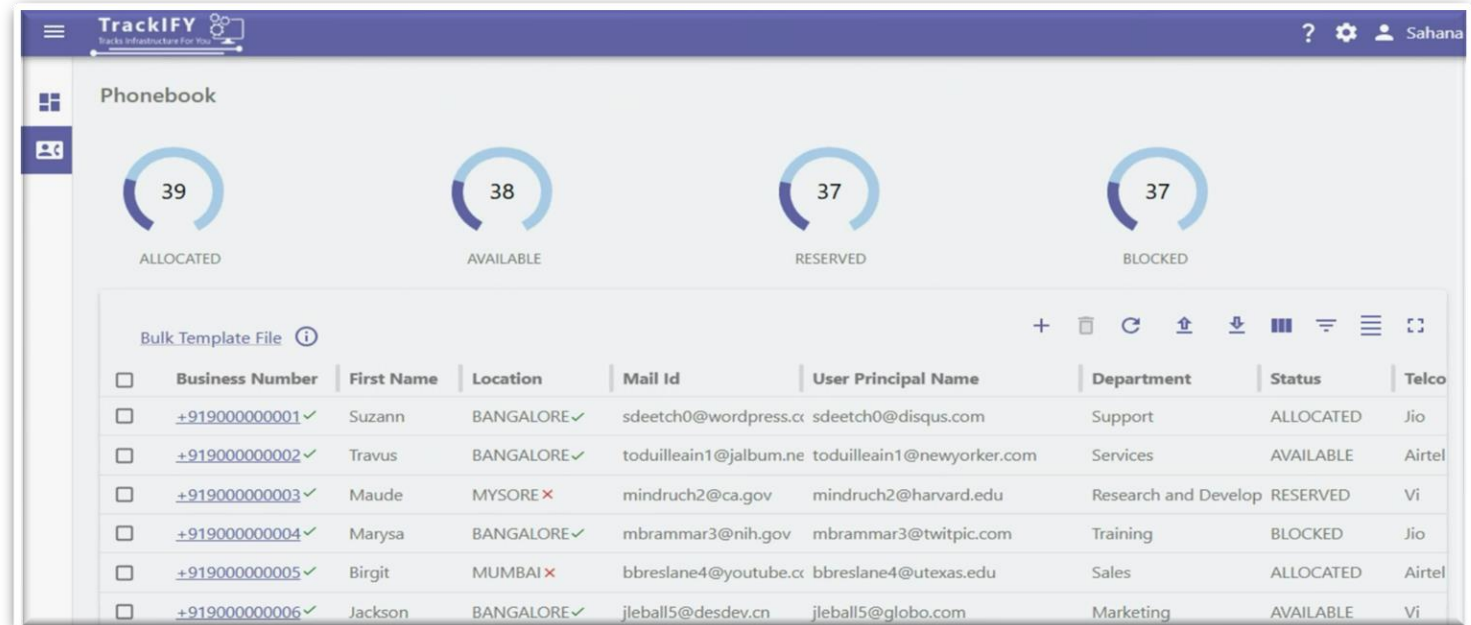
Monitor and track the utilization of phone numbers. Understand which numbers are actively in use to optimize resources effectively.

### Historical Phone Number Records:

Maintain a comprehensive history of phone number assignments, changes, and disconnections. This feature assists with tracking and auditing.

### Reporting :

Generate insightful reports on phone number usage trends and allocation. These reports aid in forecasting future phone number requirements.



# Business Logics

## Key Features:

**User Management and Role-Based Access:** Efficiently administer user accounts and control access levels.

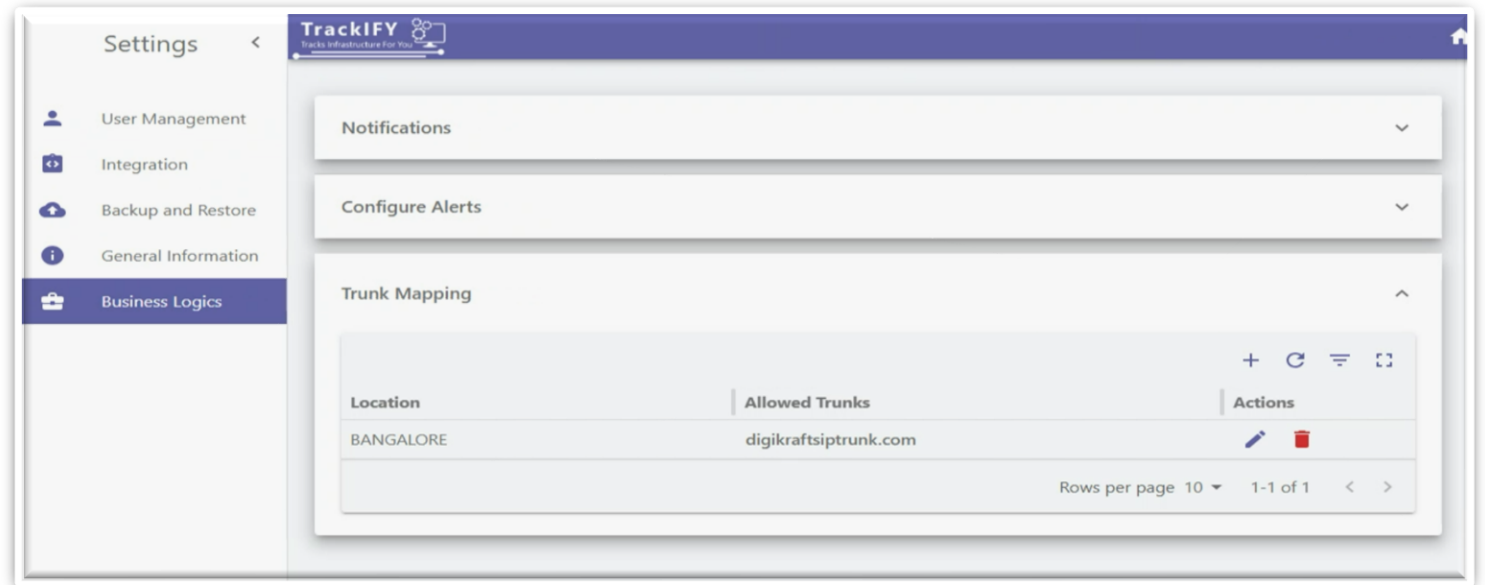
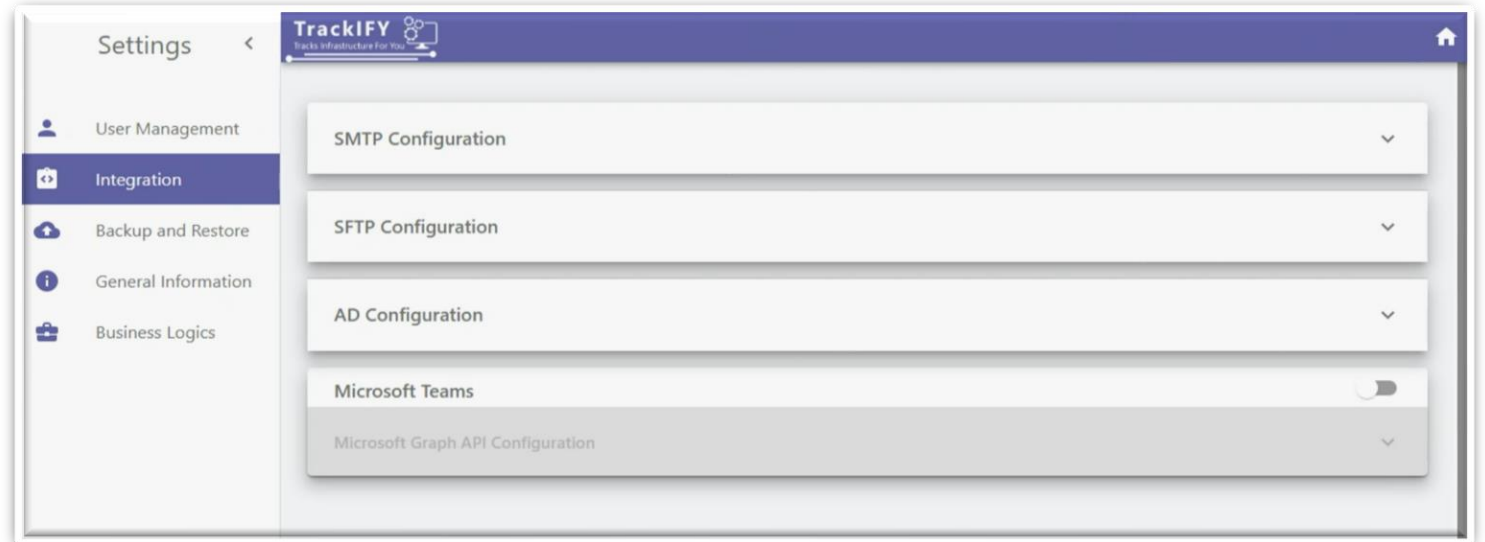
**API-Based Integrations:** Seamlessly connect with other systems using APIs.

**Backup and Restore:** Safeguard your data with reliable backup and recovery solutions.

**Email Alerts:** Receive timely notifications via email.

**Trunk & User Location Mapping:** Associate PSTN trunk lines and map user locations to identify Toll By-passes.

**Custom Workflow Automations:** Create personalized workflows to streamline processes



# Thank You

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You can contact us on [Sales@Digikraftsolutions.com](mailto:Sales@Digikraftsolutions.com)

[www.digikraftsolutions.com](http://www.digikraftsolutions.com)