










# Intelligent Collaboration Monitoring for Teams

Tata Communications offers ICM (Intelligent Collaboration Monitoring) as a managed service which gives you insights across Microsoft Teams DR Platforms, Network, Endpoints & Direct Routing. It involves quick analytics, monitoring and alerting, insightful session on troubleshooting, functional and regression testing tools

## ICM for Microsoft tools helps you with voice and video session analytics that gives access to the following

-  Session details views & summary dashboards
-  Conference detail views
-  User experience reporting
-  Adoption and usage reporting

## How is it different

 It provides fast analysis	 It has actionable results	 Intelligent reporting for Microsoft Teams DR.
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ICM for MS Teams Direct Routing by Tata Communications is a complementary solution to session analytics that provides health and performance monitoring of on-premises SBCs & SIP Trunks plus enhanced session diagnostics for advanced troubleshooting of PSTN calls.

## Why ICM for Microsoft Teams Direct Routing

- Proactive location-based dashboards for call quality
- See all call records for a given time period at the same time
- Easily filter call records to get the details you need & troubleshoot individual calls and conferences
- Customizable & automatically email reports on a schedule
- Alert on PSTN Call Quality (Bad Calls) in real time.



- PowerShell module with a rich set of cmdlets geared towards call analytics also compatible with PowerBI.
- SBC performance and availability monitoring and alerting with custom thresholds.
- Provide network performance baselines from anywhere to Microsoft's cloud\* (inc. remote offices, CxO homes, etc.)
- Provide objective third-party SLA and Teams availability reports. (Requires Nectar CX Assurance)

## Why have Tata Communications on board

As we complete your story, Tata Communications has the best collaboration tool and troubleshooting, and analytics platform offered with the largest voice infrastructure to create a compelling proposition.

[Reach out](#) to us to schedule your assessment.

For more information, visit us at [www.tatacommunications.com](http://www.tatacommunications.com)