

softex
a **wide**point company

UC Analytics for
Microsoft Teams



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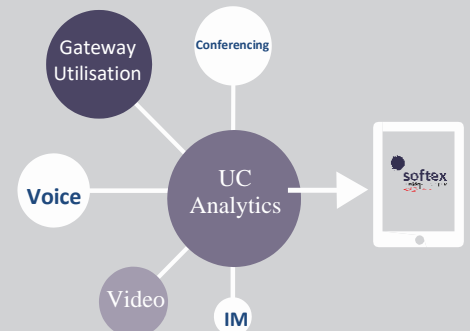
Soft-ex – Delivering Unified Analytics for Teams Collaboration

The new norm of how we work and communicate has put significant focus for Unified Comms providers on more effective self-serve analytics in order to enhance online collaboration and ensure customer retention and compliance. The requirement has become even more important as UC providers seek to offer a 'single pane of glass' transparency to their enterprise clients.

In addition, scaling the UC landscape and delivering collaboration insight for optimising infrastructure and business performance has become critical. Effective management of capacities and inventories, while ramping up other areas to facilitate remote working, emphasises the need to automate compliance and UC adoption reporting. Given the new era in which we find ourselves, there is also increased focus on dashboard design and navigation for effective analytics across all platforms and modalities.

The latest release of the Soft-ex Unified Analytics solution offers a completely new and innovative user interface with a widget driven dashboard delivering intuitive analytics. The configurable solution integrates with Microsoft Teams and multiple other UC platforms to deliver granular visibility and insight on performance, infrastructure and costs. Catering for multiple SIP providers and bundled minute tariffs, we also offer a bill presentment module. You can also report on UC user adoption and analyse key performance indicators such as voice, video, voice messaging, gateway utilisation, desktop sharing and conferencing.

Why Soft-ex?



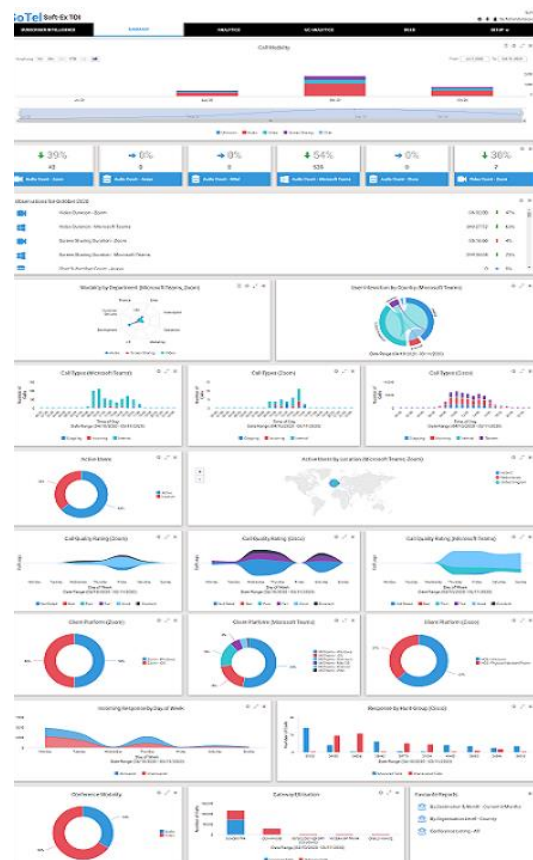
At Soft-ex, our technology is built on enabling our solutions to work seamlessly. We minimise the need for costly and time intensive projects:

- Integration with Microsoft
- Channel Partner Programs
- Advanced Analytics
- Bill Presentment module
- EMEA & US Presence.



Features of UC Analytics

- ✓ Configurable widget driven dashboard
- ✓ Modality Reporting (IM, Video, Voice, File sharing, Chat)
- ✓ Collaboration devices report – PC/MOBILE/IOS/Android
- ✓ Conferencing Attendees/Usage
- ✓ Active users vs non-active users
- ✓ Heatmaps for location/cost allocation
- ✓ Call Quality Metrics
- ✓ Configuration platform integrations
- ✓ Analytics on SBCs
- ✓ Bill consolidation & presentment
- ✓ Tariffing (bundled minutes & multiple SIP providers)
- ✓ Billing for rentals, one off charges & pro rata



From a UC collaboration perspective, our widget driven dashboard can show you relevant information such as active users per location and per modality and the level of experience by user, group or region. No matter how complex your organisation, our solutions can help pave the way for effective, productive and scalable collaboration to meet the future needs of doing business. Centralised visibility with extensive drill down on every aspect of UC costs, infrastructure and performance enables your organisation to see how effective your adoption of UC collaboration is. Monitoring of voice (including voice quality), identifying redundant devices or where infrastructure is in high demand (e.g. how devices are being used, by whom and where), just became a lot easier. We also provide analytics on conferencing usage and attendees.

With the Soft-ex UC Billing module, the solution delivers both bill generation and presentment, gathering billing data from multiple systems across all your services with the added capability of tariffing.

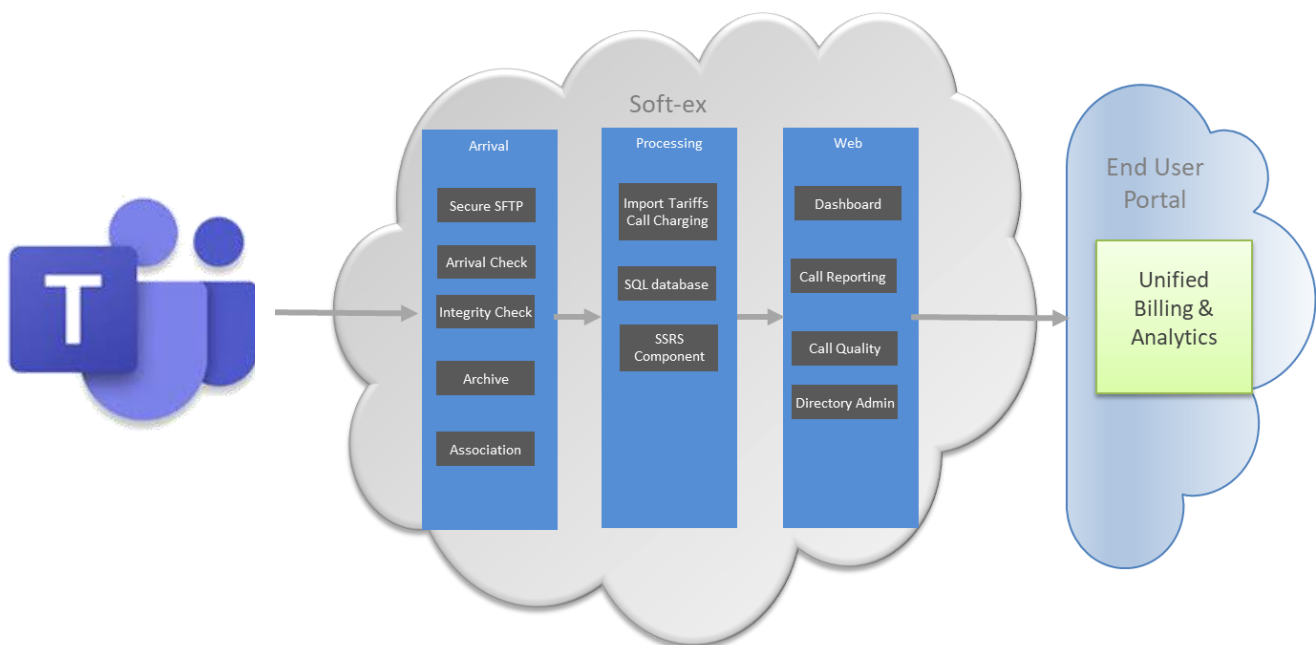
Benefits for the UC provider

- Competitive differentiator by offering granular visibility and self-serve analytics
- Customer branded, widget-driven dashboard
- Operator Intelligence across all clients
- Facilitates onboarding
- Managed service support charges (monthly, quarterly & annual rental billing charges)
- Billing/cost allocations across multiple platforms including Microsoft Teams, Mitel, Avaya, Zoom, Cisco HCS, SIP, Webex & SDWAN
- Invoice creation & tariffing for recurring, pro rata & once-off charges.

Benefits for the Enterprise

- Self-serve UC Analytics & Reporting with drill-down on fixed (CDR), mobile and data services
- Scheduled report delivery across all modalities
- Customer experience reporting of incoming calls
- Call load analytics and occupancy levels of teams, locations
- Supports PBX features such as: pickup, ring group, hunt group, reroute and hot desking
- Search and Filtering to customise, save & download favourite reports
- Ability to tariff on direct routing
- Bundled Minutes Package tracking and Alerts on out of bundle

Integration



Soft-ex has extensive expertise integrating with multiple platforms to enhance the end user portal. The solution can be hosted by Soft-ex, the provider or in the public or private cloud.

Hybrid Integrations

Soft-ex integrations to leading UC management tools allows for fast and efficient migration and onboarding of a large volume of user, device and services onto UC platforms. Soft-ex can take daily extracts from these configuration systems capturing license types, devices and associated services for each user. This Integration delivers:

- ✓ Overview of devices deployed by type
- ✓ Unused devices
- ✓ License deployed
- ✓ Pro rata rental charges.

For customers using Session Border Controllers (SBCs) for direct routing, Soft-ex extracts call data to provide end to end call reporting. Soft-ex also has the ability to rate PSTN calls accurately using the service providers call tariffs, giving the enterprise visibility on chargeable calls.

To learn more about UC Analytics, please email sales@soft-ex.net



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