

## It's no longer just call detail reporting

It's not that call detail reporting is obsolete...it's just evolved. Gone are the days when tracking call activity was reason enough for implementing a CDR reporting system. Unified Communications has changed telecom and the ways we communicate. Effective management of telecom infrastructure, caller experience and employee productivity demand more diverse reporting tools. You don't need additional reporting applications. You need one solution as diverse and UC-centric as your telecom management challenges. You need Infortel Cloud.

## The new call reporting

Accurately assessing network traffic, understanding call flow, monitoring UC technology adoption and Quality of Service is a complex endeavor compared to basic CDR reporting. Without the proper UC-centric reporting solution, companies are forced to struggle through use of multiple platform-specific tools or operate in the dark, frustrated by seemingly fundamental UC analysis tasks.

The engineers behind Infortel Cloud thought outside the box to develop a system that not only provides the basic information a call reporting system should provide, but leverage the wealth of new information that UC platforms produce to address other parts of the business operations that most other solutions do not.

# Infortel® Cloud

MORE than just CDR reporting  
Better management of UC resources

**Partnering with ISI gave us the call volume data to allow store managers to make strategic staffing decisions. Because ISI was able to hook into our Cisco platform, provide the visibility we needed, it's all been pretty turnkey.**

Managing Director of Infrastructure  
National Furniture Retailer

## Business use cases



### Visibility into Caller Experience

- Cradle-to-grave call tracking
- Hunt Group service level reporting
- Real-time Native Call Queueing status
- Optimize call routing



### Integrated Quality of Service Reporting

- QoS associated with each call event
- Troubleshoot poor QoS calls
- Analysis by threshold, location, time of day and trends



### Understand Device-Level Utilization

- Device-level call tracking & reporting
- Soft phone adoption rate metrics
- Identify unused/underused devices



### Embedded Traffic Analysis

- Peak Concurrent Calls on demand
- Conventional and SIP trunk utilization
- Reveal traffic compounding due to call forwarding and single number reach
- Break reliance on carrier benchmarks

## The Dashboard

Welcome to the dashboard. The most comprehensive, user friendly, and customizable gateway to telecom data. All the metrics, trends and exceptions an organization could ever desire are right in front of you on the screen. From your PC to your tablet, the dashboard offers users a smooth transition from summary stats down to supporting call detail.

### Do I need more capacity?

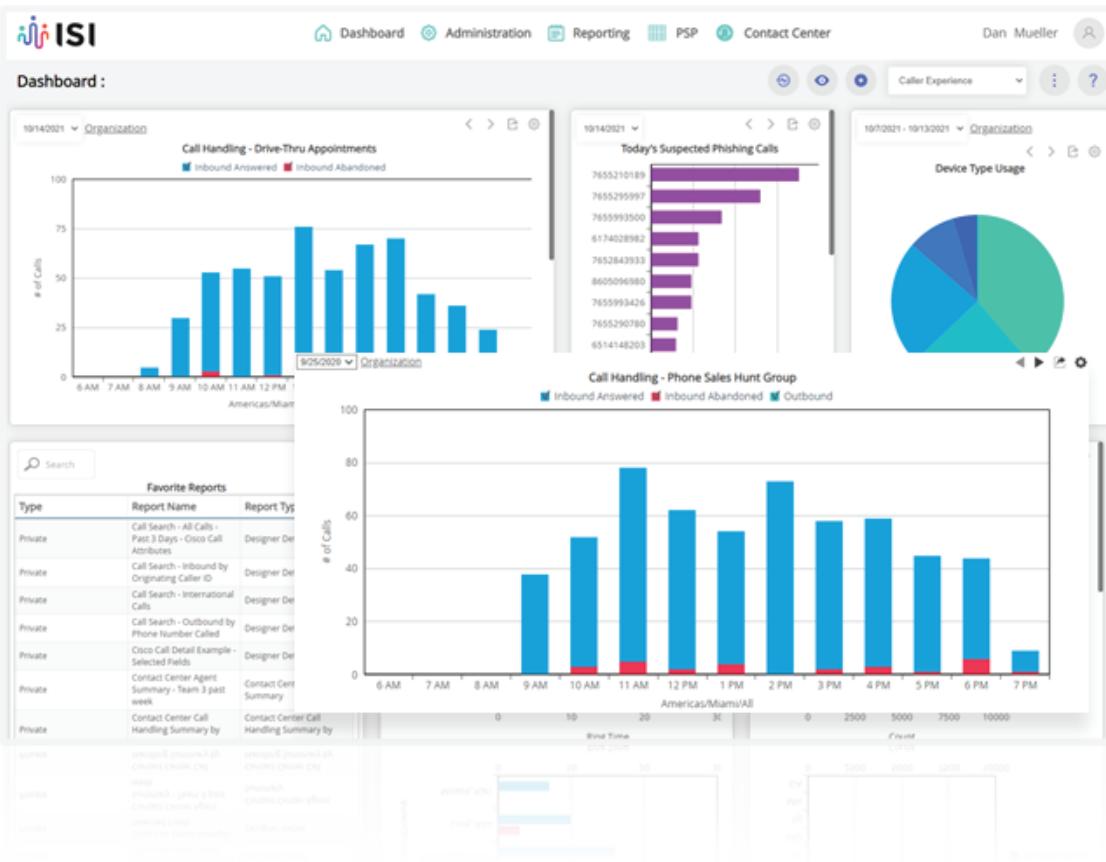
"Time to add bandwidth to your network. Customer calls to your Order Center are being blocked. How much does a lost sale cost you?"

When customers can't reach you, they probably call your competition. Infortel Cloud keeps you on top of your network traffic, shows you congestion points and helps you maximize your company's sales.

### How do I stop fraud?

"Your inbound sales team is calling international numbers. Better step in and find out why before they run up a big bill!"

Infortel Cloud helps you instantly track high-cost calls, such as international calls, by sending alarms. Don't wait until the end of the month to find out your telecom budget is depleted. Be proactive!



### How is our sales team performing?

"How active is your Sales Team? Who are they calling? Improve your Sales Results! Time to review call reports."

Infortel Cloud reveals call activity by department. Analyze traffic through your Sales team. What are their busy hours? Who are they calling? Are they just leaving messages or are they having meaningful conversations with customers? Is there a particular Sales Rep who is not pulling their weight or is in need of additional training?

### Am I optimizing my customer experience?

"Better check on your Customer Service Center. You're abandoning calls at a very high rate. You might need more Agents!"

Get hourly stats on calls handled within critical areas of your business with Infortel Cloud. Managing Contact Center agents helps you provide a better customer experience. After all, if you don't answer the call or keep them waiting in queue, you may have lost a customer.

## Multiple Reporting Options

A typical organization will have a variety of users with different reporting needs and technical expertise. Recognizing this, ISI provides reporting options for the casual user as well as power users. Infortel Cloud includes several reporting interfaces designed to meet the needs of each specific audience.

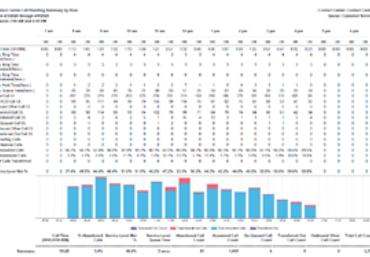
The screenshot shows the 'Call Exploration' section of the Infortel Cloud dashboard. It displays a table of recent calls with columns for Call Date and Time, Duration, Phone Number, Type, Location, Extension, Cost, Account/Master, Ring T., and # Related Calls. Below this is a table for 'Related Calls - Transfer' with similar columns. At the bottom, there's a bar chart titled 'Highest Peak in Period' showing peak concurrent calls over time.

## Reports

An extensive library of predefined reports makes quick work of analyzing or distributing information to satisfy any UC-related business need. Powerful and intuitive report customization is integrated to address unique needs and preferences. Newly created reports may also be shared with others within the organization.

## Call Exploration

For casual users - this is by far the quickest and easiest way to view usage summarized by organizational entity, or user with drill-down to call detail. Now supporting Cradle-to-grave related call display.



## Additional Infortel Cloud Benefits

### Increased Employee Productivity

- Real-time dashboard visibility
- Exception reports identify problems
- Supporting detail yields coachable moments

### Abuse & Misuse Detection

- Customized alarms delivered via email or text message
- 911, phishing calls, high cost or long duration
- Poor QoS call alerts

### Expense Reduction

- Informed decisions on licensing, hardware & carrier services
- Leverage historic trends for more effective staff scheduling
- Retire or re-provision unused or underused devices
- Right-size carrier trunks
- Optimize least cost call routing

### Integrated Cost Allocation or Chargeback

- Custom or tariff-based call rating
- Recurring equipment and one-time charge support
- True usage-based allocation to internal departments
- Telecom invoice generation to external entities

## Traffic Analysis

If you're a telecom techie, then this is the tool for you. Select trunk facilities to analyze actual utilization over time, identify peak hours of usage and calculate trunks required to maintain a desired grade of service.

### Searchable Historic Call Archive

- On-demand access to support compliance needs
- Satisfy regulatory directives for Healthcare & Financial Services

### Enhanced Hunt Group Native Call Queuing Metrics

- Call volume by group, date, hour and agent
- Establish your own Service Levels and monitor compliance
- Real-time visibility into queue statistics & Agent state

### Integrated Contact Center Reporting

- Cisco Contact Center & CUCM activity on a Single Pane-of-glass
- Real-time visibility into queue, team & agent statistics
- Definable Service Level thresholds – alerts and escalation
- True historic reporting – full access to 13 months of history
- Flexible and easy-to-use report customization

### Do More on a Limited Budget

- Cloud ready solution – more bang for your buck
- Secure & resilient Azure environment
- Managed care for less than doing it yourself
- Automatic software updates
- Single Sign-On support

# Compliment UC Analytics with Powerful ADD-ONS

The best UC reporting solution is even better when bundled with other solutions in the ISI portfolio. Infortel Cloud when coupled with these add-on solutions brings unity to management of your UC environment call reporting - UC Provisioning, Telecom Expense Management, Compliance Recording, Workforce Management and Automated Quality Management.

## UC Provisioning

Simplify the provisioning and management of UC and Contact Center resources using **Starfish Provisioning Manager**. MACD, Inventory and Phone Number Management is bundled with connectors to Cisco, Microsoft, legacy PBX platforms and AD or ITSM systems to automate and standardize add, move and change workflows.

## Telecom Expense Management

The ability to integrate with a Telecom Expense Management (TEM) solution allows organizations to leverage the information gathered by the reporting platform and the data provided by carriers to approve invoices and accurately allocate costs. Let ISI help you manage telecom billing, monitor contracts and keep your carrier's honest.

## Compliance Recording

Compliment call detail records with recorded voice content, speech analytics and supervisor monitoring of agent calls. **Verint VFC** supports voice recording, IM, video and desktop screen capture for comprehensive compliance recording across all UC modalities.

## Workforce Management

With **Verint WFM**, gain flexibility, ease, and empowerment without sacrificing customer experience or operational efficiency. Plan, forecast and schedule with confidence. Maximize capacity, achieve service goals, reduce costs and increase revenue.

## Automated Quality Management

With Verint AQM, you can automate the entire quality management process, from scoring evaluations to assigning coaching. Replace outdated manual process with consistent evaluation, deeper insight into caller experience and more effective compliance risk management.

## Customer Services

*ISI is committed to providing you the best support experience possible. We support small and large organizations worldwide. With our in-house support team of technicians, installers and consultants, we are ready to assist you!*

*The individuals working in our Customer Service group average 12 years of experience and are intimately familiar with various telecom platforms.*



## About ISI Telemanagement Solutions

ISI Telemanagement Solutions is the leader in UC reporting and analytics. Our software products, telemanagement services and outsourcing services have been helping organizations reduce telecom costs for over 40 years. More than 3,000 customers count on ISI for cost savings, information management, value-added services and the optimization of their communications infrastructure.

ISI serves all industries including healthcare, financial services, education, local, state & federal government. We have a global reputation for the quality of our products and support services. ISI's facilities, processes, and data security comply with SSAE 16, HIPAA, and other important standards.

To learn more about ISI's solutions, please visit our website at [www.isi-info.com](http://www.isi-info.com), email at [info@isi-info.com](mailto:info@isi-info.com), or call us directly at 847.706.5070.