



**CLOBBA**

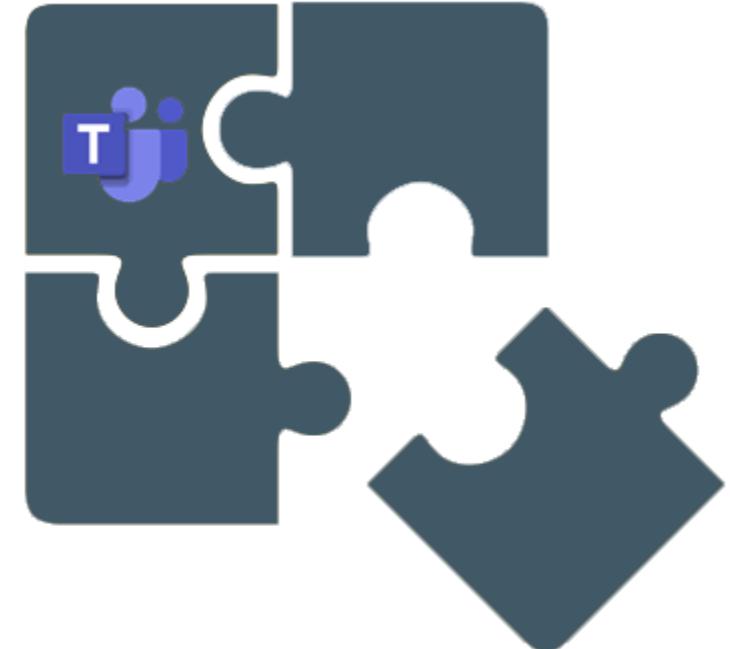
# Creating a ‘lite’ contact centre

Using Teams Auto Attendants, Call Queues and Clobba

# Creating a ‘lite’ Contact Centre using Auto Attendants, Call Queues and Clobba

Native Teams offers the core functionality expected in a Contact Centre with AAs and CQs

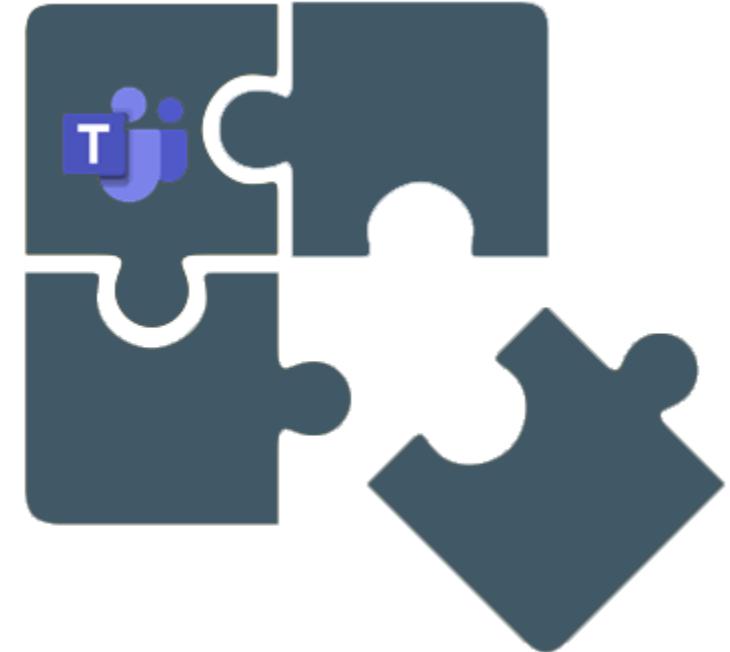
But what's missing from the puzzle to offer the most efficient and productive CC experience, ensuring you hit those important KPI's?



# Creating a ‘lite’ Contact Centre using Auto Attendants, Call Queues and Clobba

The missing pieces.....

- Wallboards
- Advanced reporting
- ‘Local’ Configuration
- Role based access
- Voice recording



# Creating a ‘lite’ Contact Centre using Auto Attendants, Call Queues and Clobba

We can complete the puzzle

## CLOBBA

Reporting, dashboards, analytics and alerting for Teams. Role based access

## CLOBBA Real Time

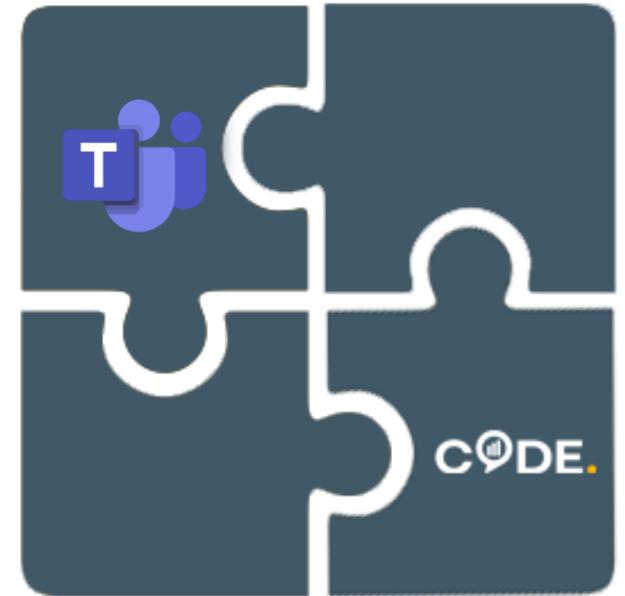
Real-time and historical reporting and wallboards for Teams CQs and AAs

## CLOBBA Queue Manager

Configuration of Teams queues and auto attendants

## CLOBBA Voice Recorder

Simple, cost effective voice recording for Teams



# Creating a ‘lite’ Contact Centre using Auto Attendants, Call Queues and Clobba

**CLOBBA** + **CLOBBA**  
Real Time

Insights into AA, CQ and Agent  
performance via configurable dashboards  
and automated reports

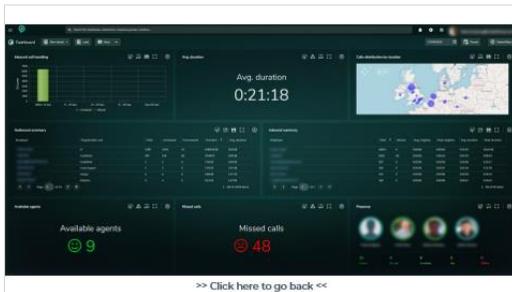
# Creating a ‘lite’ Contact Centre using Auto Attendants, Call Queues and Clobba

## CLOBBA

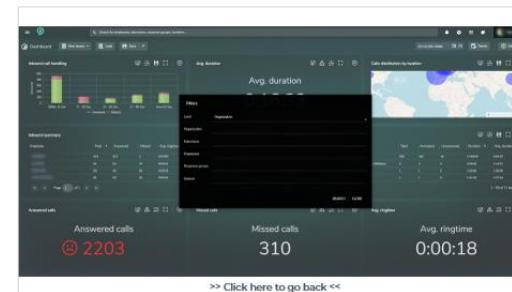
+

## CLOBBA Real Time

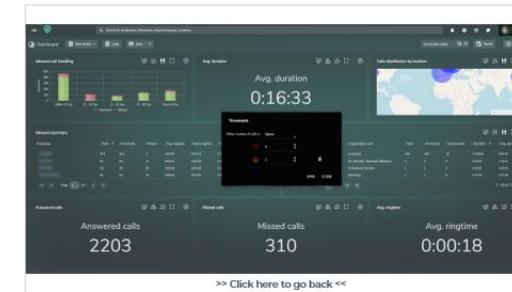
### Wallboard key features



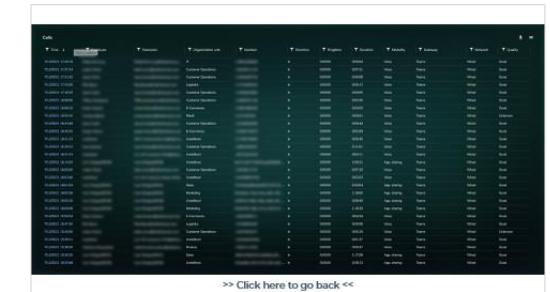
Customizable



Filtering



Thresholds



Click Through

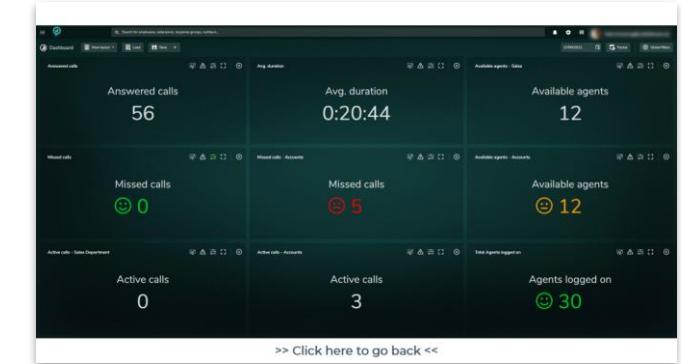
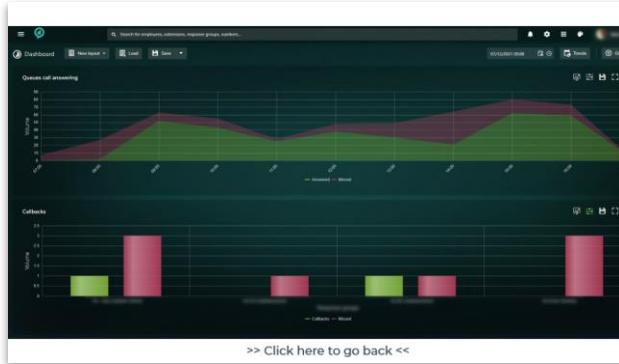
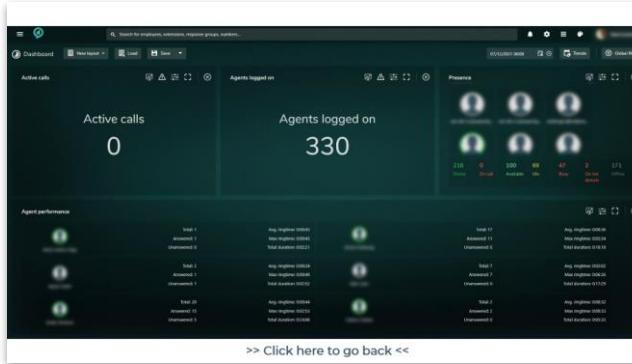
# Creating a ‘lite’ Contact Centre using Auto Attendants, Call Queues and Clobba

# CLOBBA

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# CLOBBA Real Time

## Example Wallboards



# Creating a ‘lite’ Contact Centre using Auto Attendants, Call Queues and Clobba

## CLOBBA

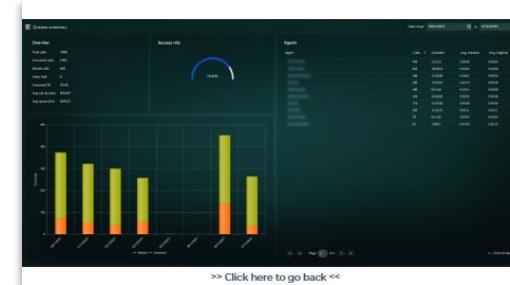
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**CLOBBA**  
Real Time

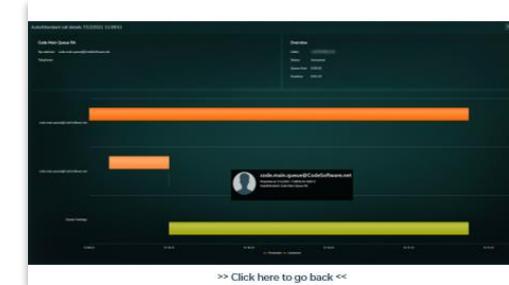
CQ and AA Pages



CQs / AAs Summary



CQs / AAs Detail



Call flow



Agent Detail

# Creating a ‘lite’ Contact Centre using Auto Attendants, Call Queues and Clobba

## CLOBBA

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## CLOBBA Real Time

### Reporting

- Automated
- Report designer
- Report builder
- Cradle to grave
- Save as templates

Start time	Call status	CLID	Legs	Conference ID							
Employee	Extension	Response group	Leg start time	Ring time	Duration	CLID	Direction	Call type	Referred by		
12/07/2021 9:00:06 AM	Answered		9:00:06 AM	0:05:52	0:00:00		In	Presented			
			9:00:16 AM	0:01:03	0:00:00		In	Presented			
			9:00:52 AM	0:00:00	0:00:00		In	Abandoned	RGS Presented		
			9:01:19 AM	0:00:00	0:04:39		In	Forward RGS			
12/07/2021 9:00:17 AM	Answered		9:00:17 AM	0:04:00	0:00:00		In	Presented			
			9:00:27 AM	0:02:05	0:00:00		In	Presented			
			9:01:09 AM	0:00:00	0:00:00		In	Abandoned	RGS Presented		
			9:02:32 AM	0:00:00	0:01:45		In	Forward RGS			
12/07/2021 9:00:37 AM	Answered		9:00:37 AM	0:07:02	0:00:00		In	Presented			
			9:00:47 AM	0:00:19	0:00:00		In	Presented			
			9:01:05 AM	0:00:00	0:06:35		In	Forward RGS			
12/07/2021 9:00:45 AM	Answered		9:00:45 AM	0:04:29	0:00:00		In	Presented			
			9:00:54 AM	0:01:10	0:00:00		In	Presented			
			9:01:34 AM	0:00:00	0:00:00		In	Abandoned	RGS Presented		
			9:02:03 AM	0:00:00	0:01:11		In	Forward RGS			

>> Click here to go back <<

# Creating a ‘lite’ Contact Centre using Auto Attendants, Call Queues and Clobba

# CLOBBA

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# CLOBBA Real Time

## Alerts

This screenshot shows the 'New' configuration screen for defining an alert. It includes tabs for General, Conditions, and Thresholds. Under General, the alert is named 'Queue Call Handling'. It is set to run every 1 hour on Saturday from 00:00:00 to 23:59:59 in UTC Coordinated Universal Time. There are sections for Alerts and Emails, both of which are currently empty. At the bottom is a link to 'Click here to go back'.

Define alert

This screenshot shows the 'Conditions' tab of the alert configuration. It allows setting conditions based on direction (Outgoing, Incoming, Internal), service type (Voice, Video, IM), and selected responder groups. A dropdown menu is open, showing options like 'None', 'Responder groups', 'Queues', 'Data sources', and 'Gateways'. At the bottom is a link to 'Click here to go back'.

Set conditions

This screenshot shows the 'Thresholds' tab of the alert configuration. It defines a threshold for 'Missed calls %' above 10% over the last 1 hour. At the bottom is a link to 'Click here to go back'.

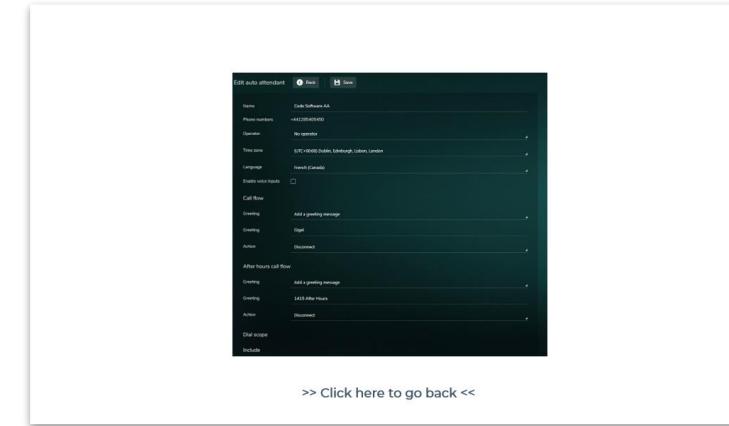
Create thresholds

# Creating a ‘lite’ Contact Centre using Auto Attendants, Call Queues and Clobba

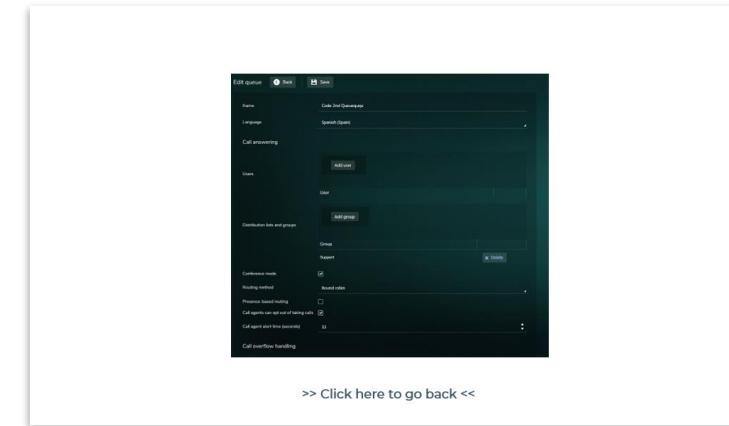
**CLOBBA**

## Queue Manager

Manage and configure Auto Attendants and Call Queues without the need for Teams Admin role



>> Click here to go back <<



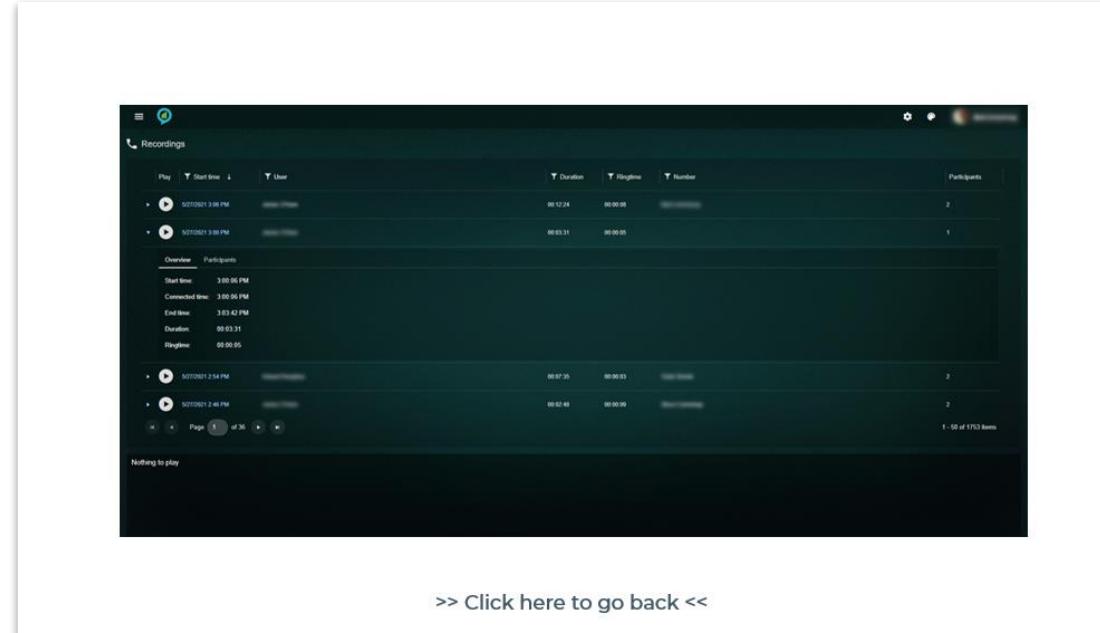
>> Click here to go back <<

# Creating a ‘lite’ Contact Centre using Auto Attendants, Call Queues and Clobba

## CLOBBA

### Voice Recorder

- Simple to use
- Cost effective
- Training, monitoring, dispute resolution
- Silent intrude
- Call annotation
- Inbound, outbound, internal, conference, CQs
- Pause and resume



The screenshot shows a software interface titled "Recordings". It displays a list of recorded calls with columns for Start time, Duration, and Participants. There are two main sections: "Overview" and "Participants". The "Overview" section provides details like Start time (3:09:06 PM), Connected time (3:09:06 PM), End time (3:09:42 PM), Duration (00:00:35), and Ringtime (00:00:05). The "Participants" section lists two participants, each with a play button and a duration of 00:00:00. At the bottom, there is a message "Nothing to play" and a page navigation bar showing "Page 1 of 36". A footer at the bottom right says ">> Click here to go back <<".

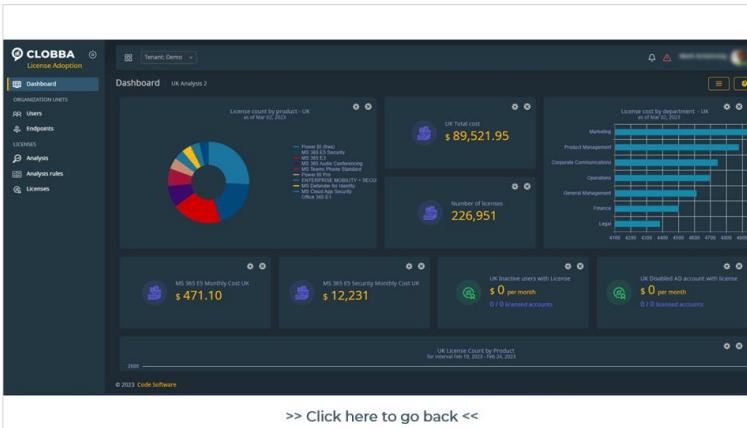
# Creating a ‘lite’ Contact Centre using Auto Attendants, Call Queues and Clobba

**Delivered from our cloud or in your environment**

- ✓ Cost effective alternative to 3rd party Contact Centres
- ✓ Improve queue management
- ✓ Reduce call handling times
- ✓ Increase customer satisfaction
- ✓ Drive higher levels of productivity

# Additional Modules

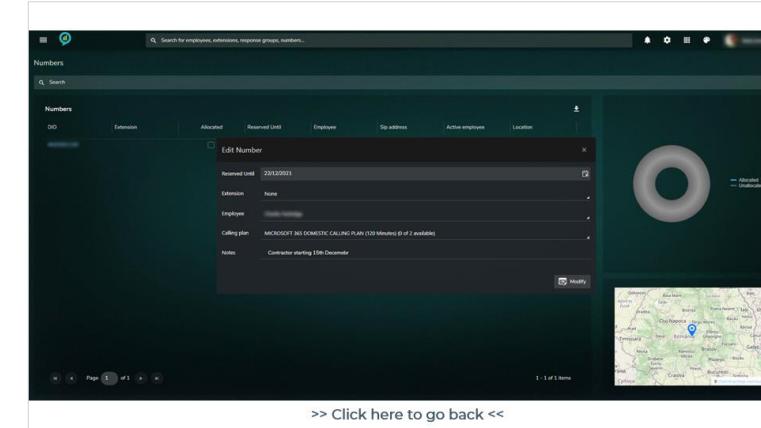
## CLOBBA License Adoption



>> Click here to go back <<

- License trend analysis with actionable insights
- License optimisation and consumption
- Summarise duplicate licenses
- Easily view inactive or disabled users
- Provisioning and disabling of licences
- Cost management and avoidance
- User adoption

## CLOBBA Range Manager



>> Click here to go back <<

- Provisioning of DIDs
- Support for Calling plans, Direct routing and Operator Connect
- Adds moves and changes of ranges and numbers

# Available for purchase at AppSource and Azure Marketplace

 Microsoft | AppSource Apps Consulting Services Industry Clouds Partners

Apps > Clobba

## Clobba

by CODE SOFTWARE U K LTD

SaaS

Starting at \$10.00/user/one-time payment for 1 year [Get it now](#) [Save to my list](#)

[Overview](#) [Plans + Pricing](#) [Ratings + reviews](#) [Details + support](#)

Reporting, analytics and monitoring tools to help you get the most out of your Teams environment

Clobba is our core reporting, dashboards and analytics module for Microsoft Teams. An easy-to-use suite of monitoring and analytical tools provides powerful insights into user-adoption trends, call quality, employee productivity, call costs and much much more.

The following are additional modules that can be added alongside Clobba for enhanced functionality and features:

- Clobba Real Time - Real-time wallboards and trend analytics for Microsoft Teams enabling users to manage queues, improve response times, and maximize productivity.
- Clobba Range Manager - DID range, number and extension management and provisioning solution, your single pane of glass for all number-management tasks
- Clobba Queue Manager - allows full configuration of Microsoft Teams Call Queues and Auto Attendants without the requirement of a Teams administrator role

We also have two further modules that work as either stand-alone pieces of software or can also be included within the main Clobba suite of products:

- Clobba License Adoption - get clear and concise visibility of Microsoft license distribution, adoption, usage and costs within your organization
- Clobba Voice Recorder - easy to use and cost-effective call recording for Microsoft Teams, our simple, compliant and affordable voice recording solution

Private offers

For private offers or custom pricing, please do get in touch with us at [marketplace@codesoftware.net](mailto:marketplace@codesoftware.net)

About Code

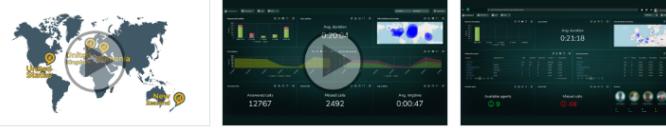
Code was formed in 2013 by three experts in call reporting and analytics. They identified the need at the time for a new solution which would be designed and developed from day one with consideration for the more complex reporting requirements of Unified Communications platforms.

As businesses adopt a more hybrid working model, your organization can work, collaborate and thrive together more than ever before - but only if you know how effectively your teams and remote workers are using your Teams platform. Delivered from the cloud, our easy to use suite of monitoring and analytical tools provides powerful insights into user-adoption trends, call quality, employee productivity, call costs and much much more. Clobba helps you turn your MS Teams platform into a powerful environment for joining-up business-building.

Clobba cuts through the fog that obscures Unified Communication and Collaboration activity. Now you really can see who is doing what, where, and when - and how effectively they're doing it. Clobba is your own fully customisable window on an organization that could easily become the most efficient and collaborative in your sector. Clobba can save you money, increase your productivity and improve customer satisfaction levels.

The supporting documents below will give you an at-a-glance or detailed overview of Clobba and the additional modules, as well as our website where you can also obtain further information.

[At a glance](#)



 Microsoft | Azure Marketplace Apps Consulting Services

Products > Clobba

## CLOBBA

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Overview Plans + Pricing Ratings + reviews

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[Learn more](#)

[Code Software Support Options](#) [Clobba Website](#)



# Clobba suite – benefits overview

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

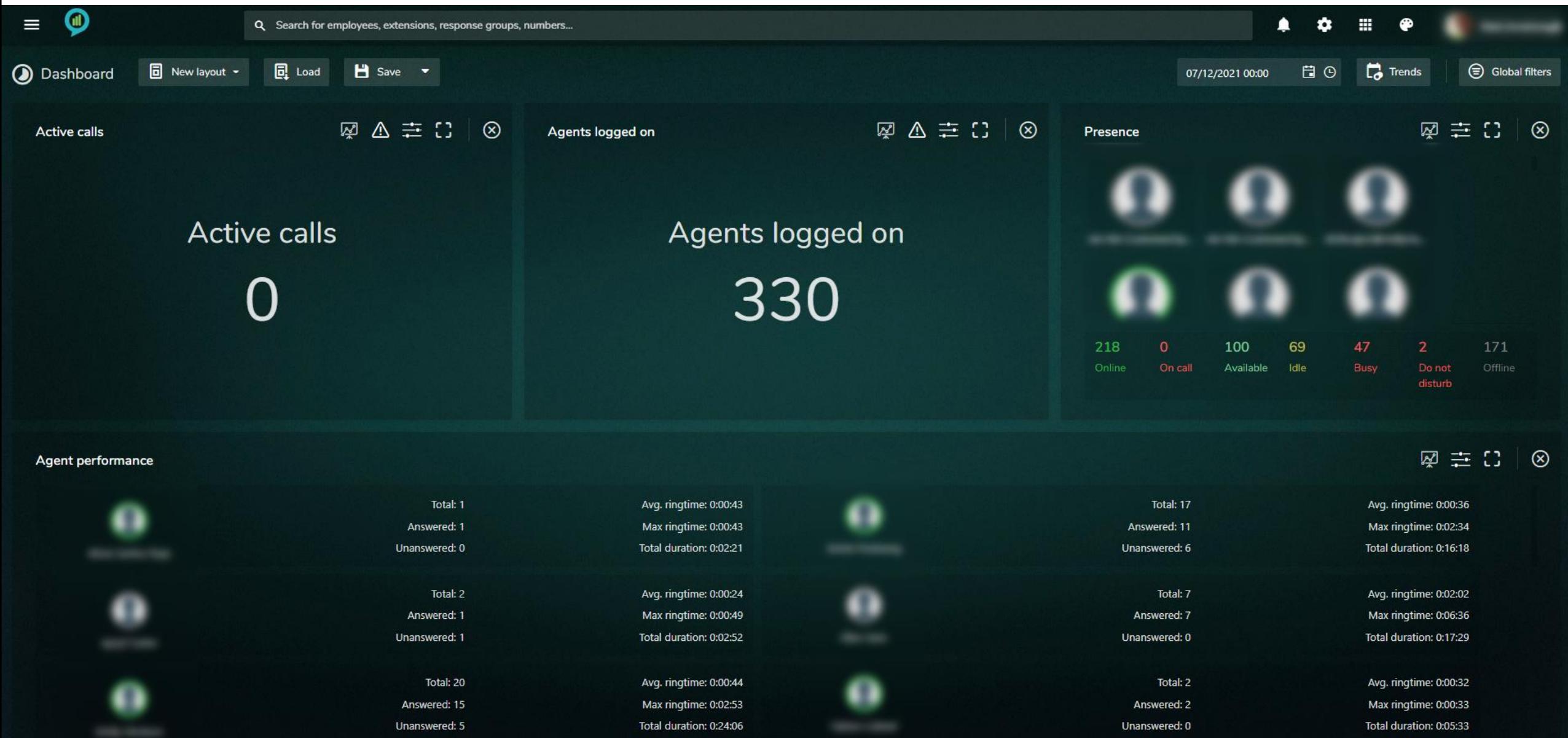
<b>CLOBBA</b>	<b>CLOBBA</b> License Adoption	<b>CLOBBA</b> Real Time	<b>CLOBBA</b> Queue Manager	<b>CLOBBA</b> Voice Recorder	<b>CLOBBA</b> Range Manager
Reporting, dashboards, analytics and alerting for Teams	License allocation and usage metrics for M365 and Teams	Real-time and historical reporting and wallboards for Teams call queues & auto attendants	Configuration of Teams queues and auto attendants	Simple, cost effective voice recording for Teams	DID Number and range management through allocation and provisioning
<b>Benefits</b>	<b>Benefits</b>	<b>Benefits</b>	<b>Benefits</b>	<b>Benefits</b>	<b>Benefits</b>
<ul style="list-style-type: none"><li>• Improved productivity</li><li>• User adoption</li><li>• Resource management</li><li>• Reduce costs</li><li>• Reporting</li><li>• Trend monitors</li><li>• Quality monitors</li><li>• Productivity monitors</li><li>• Volume monitors</li><li>• Role-based access</li><li>• MTR usage</li></ul>	<ul style="list-style-type: none"><li>• User adoption</li><li>• Trend analysis</li><li>• User defined dashboards</li><li>• License consumption details</li><li>• Role-based access</li><li>• Inactive users</li><li>• Duplicate licenses</li><li>• Disabled users</li><li>• Cost management</li><li>• License optimisation</li></ul>	<ul style="list-style-type: none"><li>• Real-time metrics</li><li>• Reduced call handling times</li><li>• Supports wallboards</li><li>• Historical trend analysis</li><li>• Alerts and thresholds</li><li>• Automated reporting</li><li>• Insights for queue management</li><li>• Role-based access</li></ul>	<ul style="list-style-type: none"><li>• Role-based access</li><li>• Increased efficiencies</li><li>• Improves customer satisfaction</li><li>• Reduced configuration time</li><li>• Replication to Teams admin portal</li><li>• User security policies</li><li>• SSO support</li><li>• Performance dashboards</li></ul>	<ul style="list-style-type: none"><li>• Blanket call recording</li><li>• Role-based access</li><li>• Training and monitoring</li><li>• Simple to use</li><li>• Cost effective</li><li>• Manual pause and resume</li><li>• Simple search</li><li>• Audit trail</li><li>• Silent monitor</li><li>• Simple playback</li></ul>	<ul style="list-style-type: none"><li>• Range summary views</li><li>• Automatic range generation</li><li>• Consumption dashboards</li><li>• Improved resource planning</li><li>• Bulk provisioning</li><li>• DID verification</li><li>• Role-based access</li><li>• Threshold alarms</li></ul>



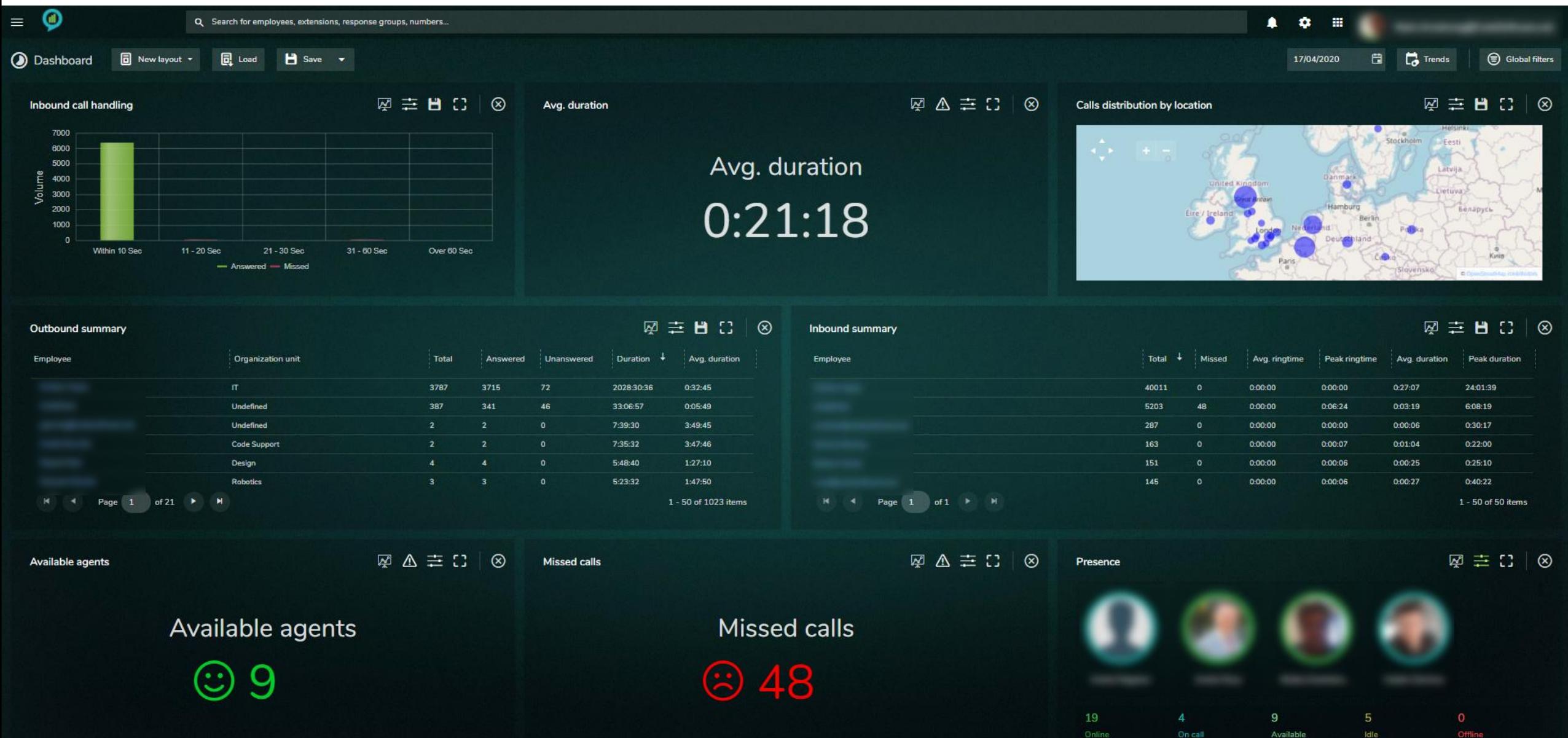
**CLOBBA**

Free demo or 30-day trial

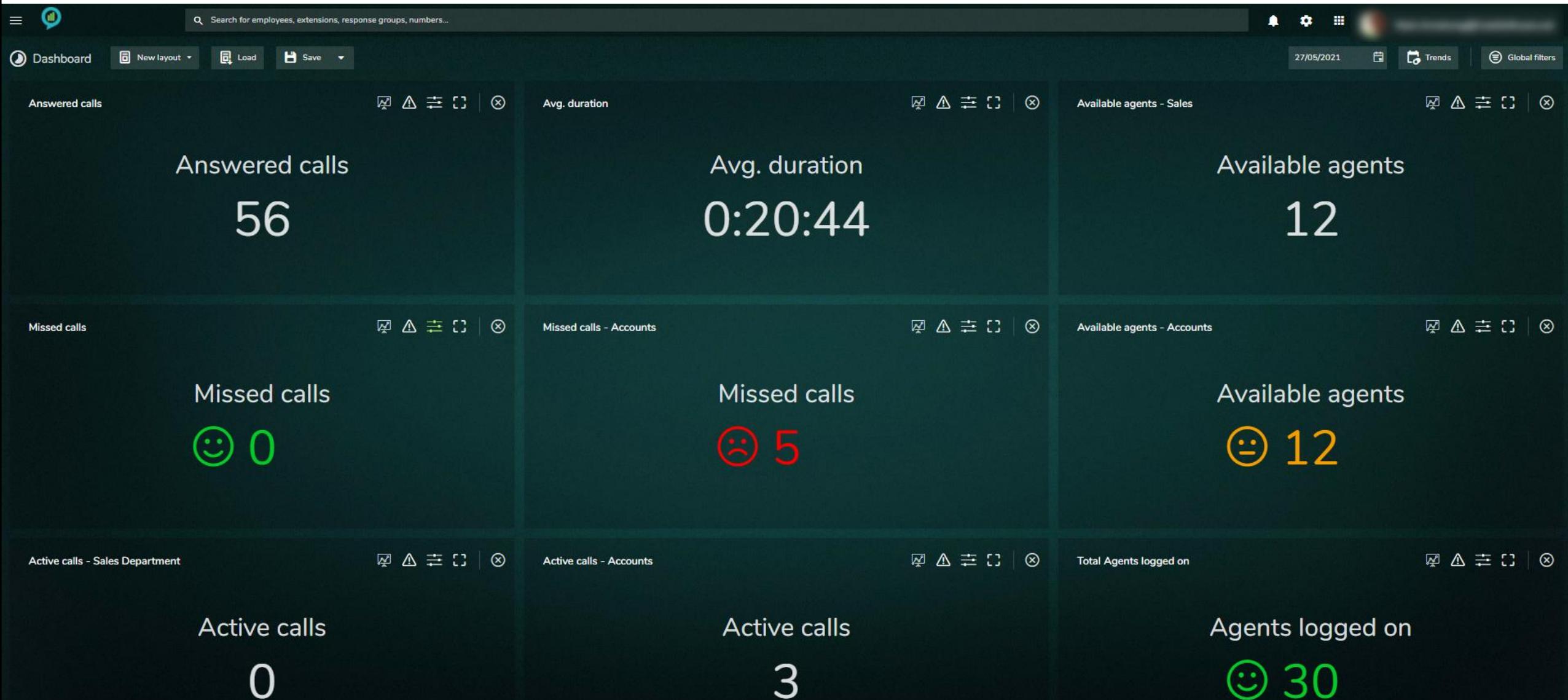
info@codesoftware.net



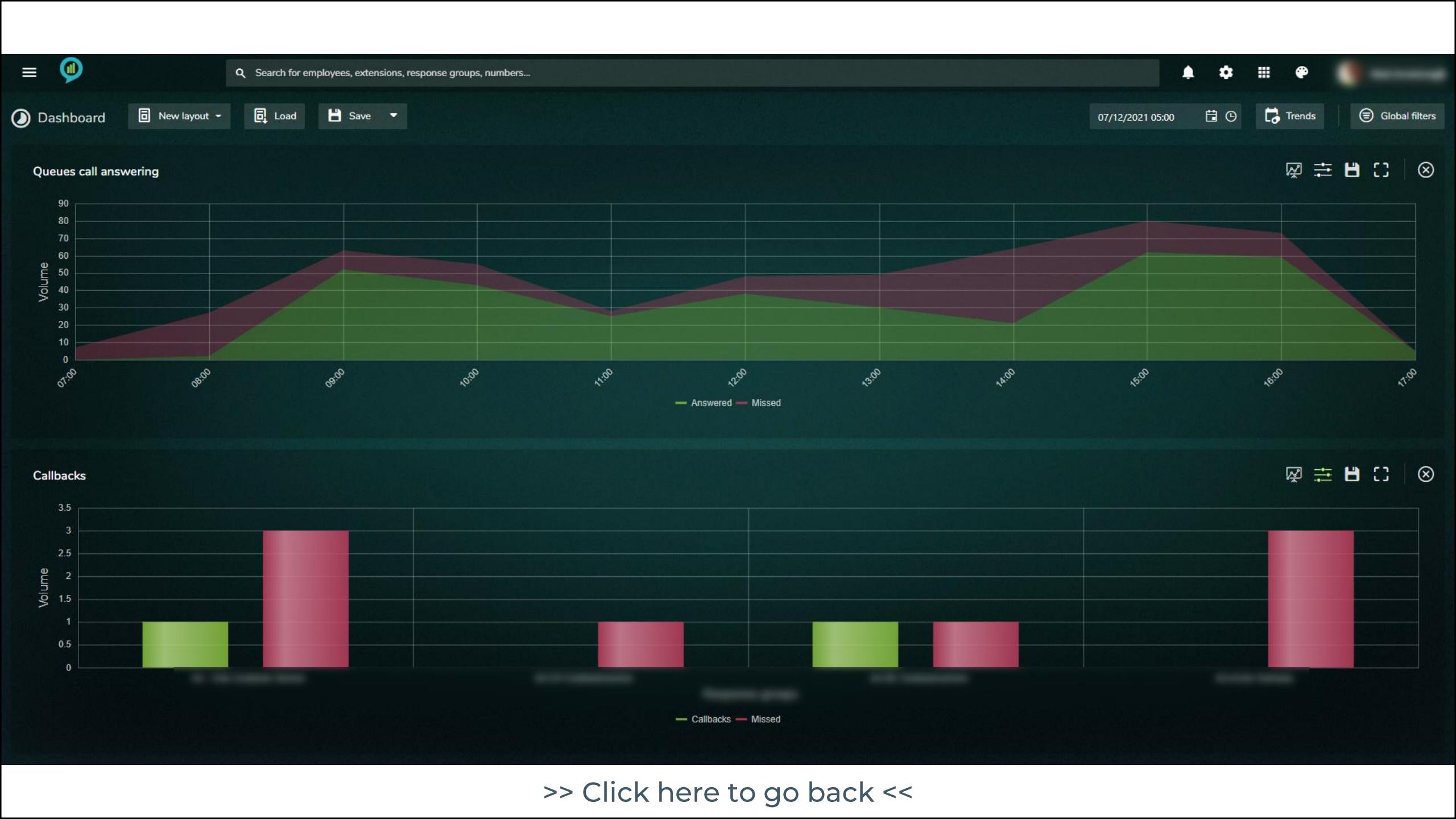
>> Click here to go back <<



>> Click here to go back <<



>> Click here to go back <<



## Calls

Time	Employee	Extension	Organization unit	Number	Direction	Ringtime	Duration	Modality	Gateway	Network	Quality
7/12/2021 17:43:19			IT		In	0:00:00	0:00:04	Voice	Teams	Wired	Good
7/12/2021 17:37:24			Customer Operations		In	0:00:00	0:07:21	Voice	Teams	Wired	Good
7/12/2021 17:31:42			Customer Operations		In	0:00:00	0:00:08	Voice	Teams	Wired	Good
7/12/2021 17:24:35			Logistics		In	0:00:00	0:00:12	Voice	Teams	Wired	Good
7/12/2021 17:16:25			Customer Operations		In	0:00:00	0:00:05	Voice	Teams	Wired	Good
7/12/2021 16:58:50			Customer Operations		In	0:00:00	0:03:35	Voice	Teams	Wired	Good
7/12/2021 16:58:10			E-Commerce		In	0:00:00	0:04:53	Voice	Teams	Wired	Good
7/12/2021 16:50:10			Retail		In	0:00:00	0:00:01	Voice	Teams	Wired	Unknown
7/12/2021 16:43:49			Customer Operations		In	0:00:00	0:00:44	Voice	Teams	Wired	Good
7/12/2021 16:43:32			E-Commerce		In	0:00:00	0:02:09	Voice	Teams	Wired	Good
7/12/2021 16:41:23			.. Undefined		In	0:00:00	0:05:45	Voice	Teams	Wired	Good
7/12/2021 16:26:22			Customer Operations		In	0:00:00	0:11:01	Voice	Teams	Wired	Good
7/12/2021 16:21:23			.. Undefined		In	0:00:00	0:03:11	Voice	Teams	Wired	Good
7/12/2021 16:14:33			Undefined		.. In	0:00:00	1:00:21	App. sharing	Teams	Wired	Good
7/12/2021 16:05:00			Customer Operations		In	0:00:00	0:07:33	Voice	Teams	Wired	Good
7/12/2021 16:03:46			.. Undefined		In	0:00:00	0:02:03	Voice	Teams	Wired	Good
7/12/2021 16:01:54			Sales		.. In	0:00:00	0:33:04	App. sharing	Teams	Wired	Good
7/12/2021 16:00:28			Marketing		.. In	0:00:00	1:16:00	App. sharing	Teams	Wired	Good
7/12/2021 16:00:16			.. Undefined		.. In	0:00:00	0:58:49	App. sharing	Teams	Wired	Good
7/12/2021 16:00:08			Marketing		.. In	0:00:00	1:16:20	App. sharing	Teams	Wired	Good
7/12/2021 15:50:54			E-Commerce		In	0:00:00	0:04:34	Voice	Teams	Wired	Good
7/12/2021 15:47:20			Logistics		In	0:00:00	0:00:06	Voice	Teams	Wired	Good
7/12/2021 15:43:00			Customer Operations		In	0:00:00	0:05:29	Voice	Teams	Wired	Unknown
7/12/2021 15:39:11			.. Undefined		In	0:00:00	0:01:37	Voice	Teams	Wired	Good
7/12/2021 15:38:30			.. Finance		In	0:00:00	0:00:37	Voice	Teams	Wired	Good
7/12/2021 15:35:25			Sales		In	0:00:00	1:17:08	App. sharing	Teams	Wired	Good
7/12/2021 15:33:48			.. Undefined		.. In	0:00:00	0:28:13	App. sharing	Teams	Wired	Good

>> Click here to go back <<

Search for employees, extensions, response groups, numbers...

Dashboard New layout Load Save 07/12/2021 00:00 Trends Global filters

### Inbound call handling

Duration	Answered	Missed	Total
Within 10 Sec	~450	~50	~500
11 - 20 Sec	~10	~10	~20
21 - 30 Sec	~10	~10	~20
31 - 60 Sec	~100	~10	~110
Over 60 Sec	~100	~10	~110

### Avg. duration

0:16:33

### Calls distribution by location

OpenStreetMap contributors

### Inbound summary

Employee	Total	Answered	Missed	Avg. ringtime
	315	313	2	0:00:00
	91	54	37	0:00:41
	90	40	50	0:00:18
	81	50	31	0:00:42

Page 1 of 1

### Filters

Level Organization

- Organization
- Extensions
- Employees
- Response groups
- Queues

SEARCH CLOSE

1 - 50 of 71 items

### Answered calls

Missed calls

Avg. ringtime

### Answered calls

2203

### Missed calls

310

### Avg. ringtime

0:00:18

>> Click here to go back <<

Search for employees, extensions, response groups, numbers...

Dashboard New layout Load Save 07/12/2021 00:00 Trends Global filters

### Inbound call handling

Duration	Answered	Missed	Total
Within 10 Sec	~450	~50	~500
11 - 20 Sec	~10	~10	~20
21 - 30 Sec	~10	~10	~20
31 - 60 Sec	~100	~10	~110
Over 60 Sec	~100	~10	~110

### Avg. duration

**Avg. duration**  
0:16:33

**Thresholds**

When number of calls is **Above**

**4** ☹️

**2** ☺️

**SAVE** **CLOSE**

### Calls distribution by location

OpenStreetMap contributors

### Inbound summary

Employee	Total	Answered	Missed	Avg. ringtime	Peak ringtime	...
	315	313	2	0:00:00	0:01:24	0:01:24
	91	54	37	0:00:41	0:08:28	0:08:28
	90	40	50	0:00:18	0:02:18	0:02:18
	81	50	31	0:00:42	0:10:26	0:10:26

Page 1 of 1 1 - 50 of 71 items

### Answered calls

**Answered calls**  
2203

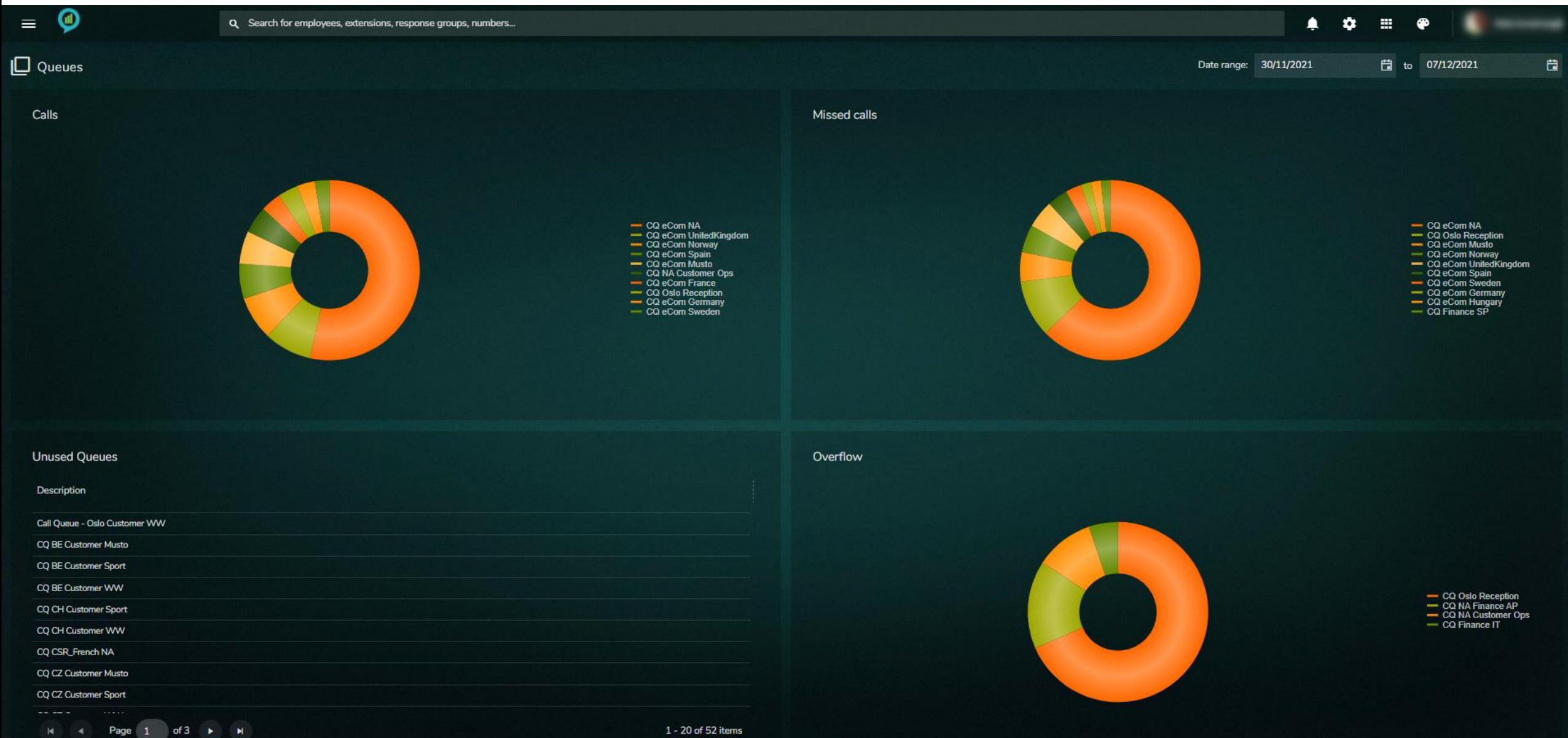
### Missed calls

**Missed calls**  
310

### Avg. ringtime

**Avg. ringtime**  
0:00:18

>> Click here to go back <<

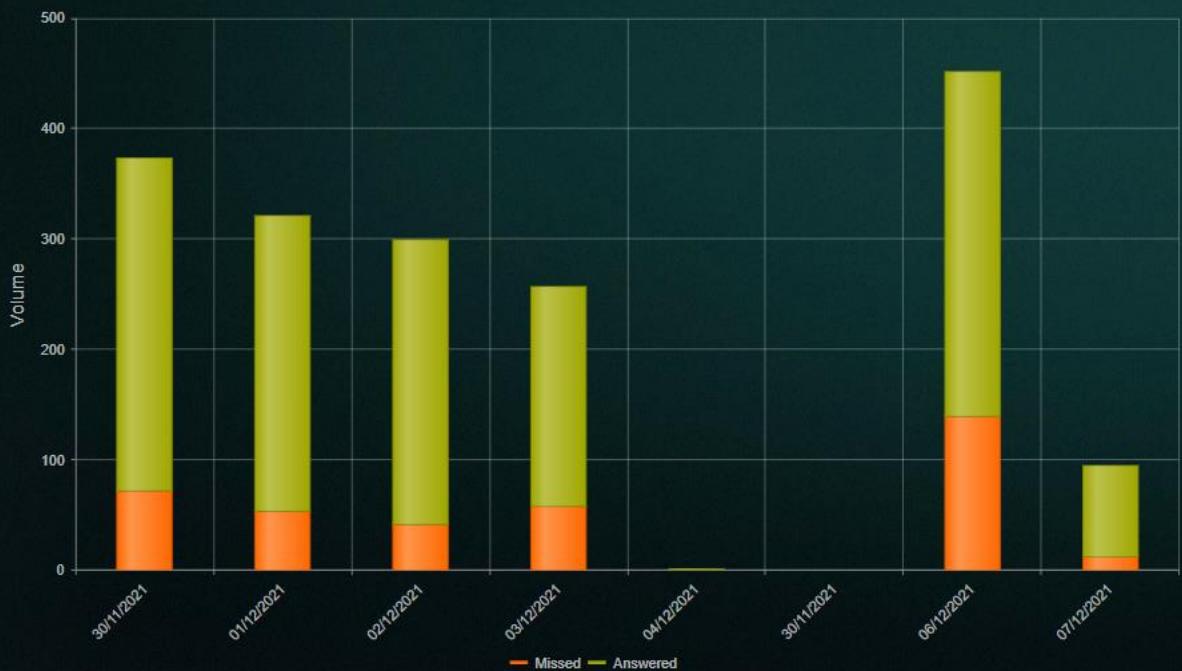


>> Click here to go back <<

## Overview

Total calls: 1798  
Answered calls: 1420  
Missed calls: 378  
Voice mail: 0  
Answered %: 78.98  
Avg call duration: 0:04:07  
Avg queue time: 0:05:23

## Success rate



## Agents

Agent	Calls ↓	Duration	Avg. duration	Avg. ringtime
CQ eCom NA	422	1:01:13	0:00:08	0:06:01
Cesar Gomez	274	16:49:09	0:03:40	0:04:28
Julia Polkhovskaya	171	11:39:26	0:04:05	0:06:25
Joe Adra	171	11:39:27	0:04:05	0:05:52
Nate Dawson	166	8:05:44	0:02:55	0:04:40
Michael Anthony	165	15:13:47	0:05:32	0:05:43
Sam Rai	149	9:29:33	0:03:49	0:05:39
Ellen Seto	147	10:19:14	0:04:12	0:04:21
Nichole Dolph	70	5:25:27	0:04:38	0:04:09
Nora Boumzebra	63	7:58:01	0:07:35	0:05:15

>> Click here to go back <<

Edit queue     Back     Save

Name    Code 2nd Queuequu

Language    Spanish (Spain)

Call answering

Add user

Users

User

Add group

Distribution lists and groups

Group

Support    

Conference mode   

Routing method    Round robin

Presence-based routing   

Call agents can opt out of taking calls   

Call agent alert time (seconds)    33

Call overflow handling

>> Click here to go back <<

Edit auto attendant

Back | Save

Name	Code Software AA
Phone numbers	+441285405450
Operator	No operator
Time zone	(UTC+00:00) Dublin, Edinburgh, Lisbon, London
Language	French (Canada)
Enable voice inputs	<input type="checkbox"/>
Call flow	
Greeting	Add a greeting message
Greeting	Gigel
Action	Disconnect
After hours call flow	
Greeting	Add a greeting message
Greeting	1415 After Hours
Action	Disconnect
Dial scope	
Include	

>> Click here to go back <<

≡  Search for employees, extensions, response groups, numbers...

Queues

Calls

Date range: 30/11/2021 to 07/12/2021

Missed calls

Overflow

Unused Queues

Description

Page 1 of 3

1 - 20 of 52 items



The dashboard displays four large donut charts in the center, each representing a different category of call data. The charts are composed of several colored segments (orange, green, yellow, red) against a dark background. The categories are labeled above the charts: 'Missed calls' (top left), 'Overflow' (bottom right), 'Calls' (top left), and 'Unused Queues' (bottom left). On the far left, there is a vertical list titled 'Unused Queues' with a 'Description' section below it, which is currently empty. At the bottom left, there is a navigation bar showing 'Page 1 of 3' and '1 - 20 of 52 items'. The top right corner shows a date range selector set from '30/11/2021' to '07/12/2021'. The top bar also includes a search bar, a blue gear icon, and some notification icons.

>> Click here to go back <<

## Overview

Total calls: 1966  
Answered calls: 1561  
Missed calls: 405  
Voice mail: 0  
Answered %: 79.40  
Avg call duration: 0:04:07  
Avg queue time: 0:05:27

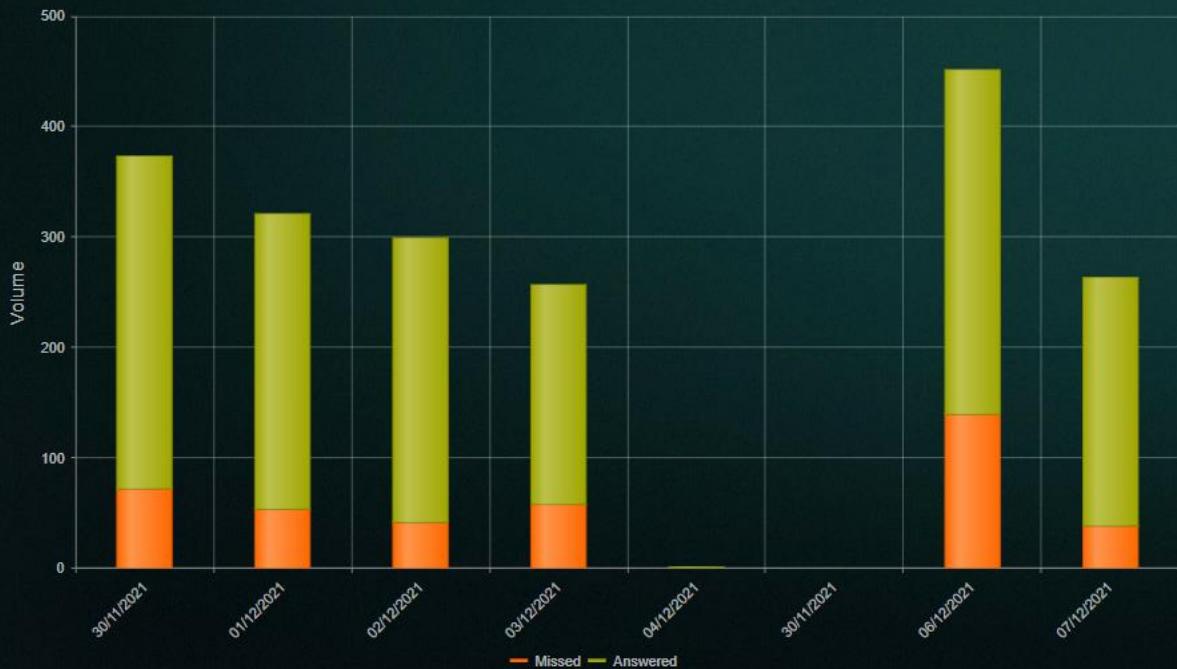
## Success rate



## Agents

## Agent

	Calls ↓	Duration	Avg. duration	Avg. ringtime
449	1:01:13	0:00:08	0:05:59	
292	18:08:18	0:03:43	0:04:29	
188	12:35:08	0:04:01	0:06:33	
186	12:55:02	0:04:10	0:05:56	
186	8:51:44	0:02:51	0:04:39	
184	16:38:05	0:05:25	0:05:56	
176	11:05:30	0:03:46	0:05:56	
163	11:22:41	0:04:11	0:04:11	
79	6:41:46	0:05:05	0:04:32	
63	7:58:01	0:07:35	0:05:15	



>> Click here to go back <<

## Calls



Time	Employee	Extension	Organization unit	Number	Direction	Ringtime	Duration	Modality	Gateway	Network	Quality
7/12/2021 20:51:53			E-Commerce		In	0:01:24	0:14:05	App. sharing	Teams	Wi-Fi	Good
7/12/2021 20:29:55			E-Commerce		In	0:02:07	0:02:20	App. sharing	Teams	Wi-Fi	Good
7/12/2021 20:24:11			E-Commerce		In	0:00:44	0:01:36	App. sharing	Teams	Wi-Fi	Good
7/12/2021 20:07:45			E-Commerce		In	0:01:15	0:02:54	Voice	Teams	Wi-Fi	Good
7/12/2021 20:03:34			E-Commerce		In	0:00:54	0:02:28	App. sharing	Teams	Wi-Fi	Good
7/12/2021 19:50:36			E-Commerce		In	0:04:16	0:05:02	App. sharing	Teams	Wi-Fi	Good
7/12/2021 19:47:11			E-Commerce		In	0:04:00	0:01:54	App. sharing	Teams	Wi-Fi	Good
7/12/2021 19:34:17			E-Commerce		In	0:02:17	0:13:42	App. sharing	Teams	Wi-Fi	Good
7/12/2021 18:51:17			E-Commerce		In	0:06:49	0:03:25	App. sharing	Teams	Wi-Fi	Good
7/12/2021 18:46:31			E-Commerce		In	0:09:08	0:02:01	App. sharing	Teams	Wi-Fi	Good
7/12/2021 18:42:53			E-Commerce		In	0:04:30	0:01:35	App. sharing	Teams	Wi-Fi	Good
7/12/2021 18:31:18			E-Commerce		In	0:06:20	0:02:34	App. sharing	Teams	Wi-Fi	Good
7/12/2021 18:29:22			E-Commerce		In	0:03:45	0:03:49	App. sharing	Teams	Wi-Fi	Good
7/12/2021 18:19:47			E-Commerce		In	0:03:02	0:08:09	App. sharing	Teams	Wi-Fi	Good
7/12/2021 18:16:20			E-Commerce		In	0:03:09	0:01:05	App. sharing	Teams	Wi-Fi	Good
7/12/2021 18:00:55			E-Commerce		In	0:09:06	0:06:34	App. sharing	Teams	Wi-Fi	Good
7/12/2021 17:57:52			E-Commerce		In	0:07:15	0:03:33	App. sharing	Teams	Wi-Fi	Good
7/12/2021 17:45:46			E-Commerce		In	0:16:17	0:02:23	App. sharing	Teams	Wi-Fi	Good
7/12/2021 16:46:30			E-Commerce		In	0:02:20	0:02:58	App. sharing	Teams	Wi-Fi	Good
7/12/2021 16:41:47			E-Commerce		In	0:02:58	0:01:36	Voice	Teams	Wi-Fi	Good
7/12/2021 16:38:19			E-Commerce		In	0:00:44	0:05:02	App. sharing	Teams	Wi-Fi	Good
7/12/2021 16:18:48			E-Commerce		In	0:03:44	0:04:12	App. sharing	Teams	Wi-Fi	Good
7/12/2021 16:17:48			E-Commerce		In	0:01:16	0:02:54	App. sharing	Teams	Wi-Fi	Poor
7/12/2021 16:15:04			E-Commerce		In	0:01:00	0:01:29	App. sharing	Teams	Wi-Fi	Good
7/12/2021 15:58:29			E-Commerce		In	0:02:39	0:08:44	App. sharing	Teams	Wi-Fi	Good
7/12/2021 15:55:12			E-Commerce		In	0:01:17	0:04:08	App. sharing	Teams	Wi-Fi	Good
7/12/2021 15:52:03			E-Commerce		In	0:00:53	0:00:33	App. sharing	Teams	Wi-Fi	Good
7/12/2021 15:42:22			E-Commerce		In	0:00:37	0:03:25	App. sharing	Teams	Wi-Fi	Good
7/12/2021 15:37:06			E-Commerce		In	0:03:43	0:01:54	App. sharing	Teams	Wi-Fi	Good
7/12/2021 15:30:06			E-Commerce		In	0:05:44	0:04:39	App. sharing	Teams	Wi-Fi	Good

>> Click here to go back <<

New

General   Conditions   Thresholds

Name Queue Call Handling

Enabled

Run every 1 hour

Last updated Alarmed Last alarmed Last run

Active

Active days Sunday X Monday X Tuesday X Wednesday X Thursday X Friday X Saturday X

Active hours 00:00:00 to 23:59:59

Time zone (UTC) Coordinated Universal Time

Alerts

Emails

>> Click here to go back <<

## New

General    Conditions    Thresholds

Direction     Outgoing     Incoming     Internal

Service type     Voice     Video     IM

Any of the selected    (none)

(none)

Response groups

Queues

Data sources

Gateways

>> Click here to go back <<

## New

General   Conditions   **Thresholds**

Type	Missed calls %	Above
Value	10	in the last 1 hour

Last updated

Alarmed

Last alarmed

Last run

>> Click here to go back <<

Start time	Call status	CLID	Legs	Conference ID					
Employee	Extension	Response group	Leg start time	Ring time	Duration	CLID	Direction	Call type	Referred by
12/07/2021 9:00:06 AM	Answered		4						
			9:00:06 AM	0:05:52	0:00:00		In	Presented	
			9:00:16 AM	0:01:03	0:00:00		In	Presented	
			9:00:52 AM	0:00:00	0:00:00		In	Abandoned RGS Presented	
			9:01:19 AM	0:00:00	0:04:39		In	Forward RGS	
12/07/2021 9:00:17 AM	Answered		4						
			9:00:17 AM	0:04:00	0:00:00		In	Presented	
			9:00:27 AM	0:02:05	0:00:00		In	Presented	
			9:01:09 AM	0:00:00	0:00:00		In	Abandoned RGS Presented	
			9:02:32 AM	0:00:00	0:01:45		In	Forward RGS	
12/07/2021 9:00:37 AM	Answered		3						
			9:00:37 AM	0:07:02	0:00:00		In	Presented	
			9:00:47 AM	0:00:19	0:00:00		In	Presented	
			9:01:05 AM	0:00:00	0:06:35		In	Forward RGS	
12/07/2021 9:00:45 AM	Answered		4						
			9:00:45 AM	0:04:29	0:00:00		In	Presented	
			9:00:54 AM	0:01:10	0:00:00		In	Presented	
			9:01:34 AM	0:00:00	0:00:00		In	Abandoned RGS Presented	
			9:02:03 AM	0:00:00	0:03:11		In	Forward RGS	

>> Click here to go back <<

Search for employees, extensions, response groups, numbers...

Numbers

Search

Numbers

DID Extension Allocated Reserved Until Employee Sip address Active employee Location

Edit Number

Reserved Until 22/12/2021

Extension None

Employee [REDACTED]

Calling plan MICROSOFT 365 DOMESTIC CALLING PLAN (120 Minutes) (0 of 2 available)

Notes Contractor starting 15th December

Modify

Allocated Unallocated

Map of Romania showing Cluj-Napoca with a blue marker.

Page 1 of 1 items

>> Click here to go back <<

## Code Main Queue RA

Sip address: code.main.queue@CodeSoftware.net

Telephone:

## Overview

Caller: [REDACTED]

Status: Answered

Queue time: 0:00:20

Duration: 0:01:15

code.main.queue@CodeSoftware.net

code.main.queue@CodeSoftware.net



code.main.queue@CodeSoftware.net

Presented at 7/12/2021 11:09:56 for 0:00:15  
AutoAttendant: Code Main Queue RA

Charlie Partridge

11:09:51

11:10:11

11:10:31

11:10:51

11:11:11

11:11:31

— Presented — Answered

&gt;&gt; Click here to go back &lt;&lt;

The screenshot shows a user interface for managing video recordings. At the top, there are navigation icons for back, forward, and search, along with a gear icon for settings. The main title is "Recordings". Below the title, there is a search bar with placeholder text "Search recordings" and a dropdown menu for "Recording type". A table lists recordings with columns: "Play", "Start time", "User", "Duration", "Ringtime", "Number", and "Participants". There are two recordings listed:

Play	Start time	User	Duration	Ringtime	Number	Participants
<a href="#">▶</a>	5/27/2021 3:06 PM	[REDACTED]	00:12:24	00:00:08	[REDACTED]	2
<a href="#">▶</a>	5/27/2021 3:00 PM	[REDACTED]	00:03:31	00:00:05	[REDACTED]	1

Below the table, there are two tabs: "Overview" (selected) and "Participants". Under "Overview", the following details are provided:

- Start time: 3:00:06 PM
- Connected time: 3:00:06 PM
- End time: 3:03:42 PM
- Duration: 00:03:31
- Ringtime: 00:00:05

At the bottom of the page, there are navigation controls for "Page 1 of 36" and a footer note "1 - 50 of 1753 items". A message "Nothing to play" is displayed at the very bottom.

>> Click here to go back <<

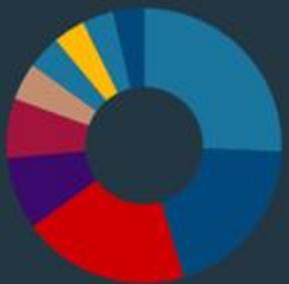
## Dashboard | UK Analysis 2

 Dashboard

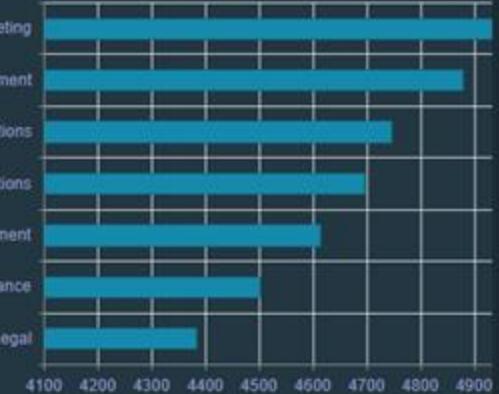
ORGANIZATION UNITS

 Users Endpoints

LICENSES

 Analysis Analysis rules LicensesLicense count by product - UK  
as of Mar 02, 2023

- Power BI (free)
- MS 365 E5 Security
- MS 365 E3
- MS 365 Audio Conferencing
- MS Teams Phone Standard
- Power BI Pro
- ENTERPRISE MOBILITY + SECURE
- MS Defender for Identity
- MS Cloud App Security
- Office 365 E1

UK Total cost  
**\$ 89,521.95**Number of licenses  
**226,951**License cost by department - UK  
as of Mar 02, 2023MS 365 E5 Monthly Cost UK  
**\$ 471.10**MS 365 E5 Security Monthly Cost UK  
**\$ 12,231**UK Inactive users with License  
**\$ 0 per month**  
0 / 0 licensed accountsUK Disabled AD account with license  
**\$ 0 per month**  
0 / 0 licensed accountsUK License Count by Product  
for interval Feb 19, 2023 - Feb 24, 2023