



Code Software

CLOBBA

A Co-sell ready suite of reporting, analytic and voice recording solutions for Teams



This interactive presentation allows you to navigate to the required pages by clicking on the text and logo links. Many pages have screens that can be 'zoomed' into, when your cursor changes to  give it a go!

Click the  icon at the bottom of the screen to go to the main page at anytime

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CODE.



Some of our customers



Some of our technology partners

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NEXT >>>



An ISV producing reporting, analytics and voice recording solutions for MS Teams



We have over 3,000 customers ranging from SMEs to Global Corporates



We work through a global network of Microsoft partners

[Click product for more details]



[A great place to start]

Reporting and Analytics for MS Teams

CLOBBA **RT** REAL TIME

Reporting and Wallboards for Teams Call Queues and Auto Attendants

CLOBBA **VR** VOICE RECORDER

Simple, cost effective Voice Recording for Teams

CLOBBA **CM** COLLAB MANAGER

Governance and collaboration reporting for Teams

CLOBBA **DM** DEVICE MANAGER

Management and reporting of headsets and devices

CLOBBA **RM** RANGE MANAGER

DID Number and Range Management

CLOBBA **QM** QUEUE MANAGER

Configuration of Teams Queues and Auto Attendants



Which solution for which requirement?



Request a demo or free 30 day trial

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STAKEHOLDERS AND BUSINESS REQUIREMENTS

Stakeholder / Focus	IT	Helpdesk	Super User	Dept Managers	General Management	Project / Change Management	Queue Team Leaders	PRODUCTS
Helpdesk Tool	✓	✓						🗨️🗨️🗨️🗨️
Troubleshooting	✓	✓		✓	✓	✓		🗨️🗨️🗨️🗨️
User Behaviour	✓	✓	✓	✓		✓		🗨️🗨️🗨️
Device Management	✓	✓				✓		🗨️🗨️
Productivity	✓			✓	✓	✓		🗨️🗨️🗨️🗨️
Service Levels	✓			✓	✓	✓	✓	🗨️🗨️🗨️
Adoption - Migration	✓		✓	✓	✓	✓	✓	🗨️🗨️🗨️
Adoption Teams	✓		✓	✓	✓	✓		🗨️🗨️🗨️
PRODUCTS	🗨️🗨️🗨️🗨️	🗨️🗨️🗨️	🗨️🗨️	🗨️🗨️🗨️	🗨️🗨️	🗨️🗨️🗨️🗨️	🗨️🗨️🗨️	

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CLOBBA

KEY FEATURES

OTHER DETAILS

BENEFITS



Reporting and analytics for Microsoft Teams



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CLOBBA 

CLOBBA 
REAL TIME

CLOBBA 
VOICE RECORDER

CLOBBA 
COLLAB MANAGER

CLOBBA 
DEVICE MANAGER

CLOBBA 
RANGE MANAGER

CLOBBA 
QUEUE MANAGER

CODE.



KEY FEATURES


OTHER DETAILS

BENEFITS



DASHBOARD

USER DEFINED
CLICK THROUGH
DIRECT FILTERING
TILES, CHART OR TABLE




EMPLOYEE DETAILS

USER ADOPTION
PRODUCTIVITY
SUMMARY AND DETAIL
CLICK THROUGH



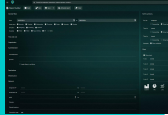
CONFERENCES

FILTERING
SUMMARY AND DETAIL
CLICK THROUGH
MEETING SUBJECT




REPORTS

REPORT BUILDER
REPORT DESIGNER
AUTOMATED
'MY REPORTS'




USER ADOPTION

FILTERING
ALL SERVICE TYPES
LICENCE USAGE




CONFERENCE DETAILS

USER DEFINED
CLICK THROUGH
DIRECT FILTERING



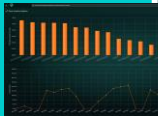
REPORTS - CALL PAGE

COLUMN SELECTION
SUMMARY AND DETAIL
SORT AND SUMMARIZE
DIRECT FILTERING



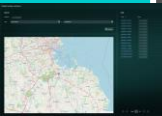
ROOM SYSTEM ADOPTION

FILTERING
AVERAGE DAILY USAGE
TOTAL USAGE




NUMBER SUMMARY

NUMBER SEARCH
DETAILED VIEW
LOCATION MAP




CALL DETAILS

DETAILED CALL INFO
CALL QUALITY DETAILS
DEVICE USAGE
CALLER AND CALLEE




QUALITY INDEX

USER DEFINED
COMPUTED QUALITY
VS. ANALYSIS
FILTERING



ALERTS

CDR OR DID BASED
USER DEFINED
PRODUCTIVITY
CALL QUALITY



[Click image to zoom]



CLOBBA

KEY FEATURES

OTHER DETAILS

BENEFITS



01 DEPLOYMENT
Software as a Service
Code Cloud, Customer
Environment, Partner
Hosted

02 SECURITY POLICIES
Role based access policies,
AD Authentication, SSO,
MFA

03 LICENCING
Annual subscription per
user including support
and software assurance

04 AD SYNC
Automated sync to AD
and other DBs

05 MULTI-LINGUAL
Available in English,
Dutch, French, German,
Spanish and Danish

06 CALL RETENTION
Call records can be
retained as long as
required



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CLOBBA **RT**
REAL TIME

CLOBBA **VR**
VOICE RECORDER

CLOBBA **CM**
COLLAB MANAGER

CLOBBA **DM**
DEVICE MANAGER

CLOBBA **RM**
RANGE MANAGER

CLOBBA **QM**
QUEUE MANAGER

CODE. 

CLOBBA

KEY FEATURES

OTHER DETAILS

BENEFITS



01 INCREASE PRODUCTIVITY
Visibility of an employees activity within Teams ensures the highest levels

02 IMPROVE USER ADOPTION
Teams adoption is key to ensuring the potential benefits are being realised, Clobba will highlight areas for further education and training

03 MONITOR CALL QUALITY
Degradation in call quality leads to reduced service levels which can be highlighted and addressed

04 CONTROL CAPACITY
Being able to view active and redundant SIP trunks allows organisations to make informed decisions on capacity leading to cost savings

05 AUTOMATION
Key information is delivered to relevant employees guaranteeing the productive use of Teams

06 USER DEFINED
Focused decision making increases customer satisfaction and service delivery levels



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CLOBBA **RT**
REAL TIME

KEY FEATURES

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BENEFITS



Reporting and Wallboards for Teams Call Queues and Auto Attendants



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CLOBBA **RT** REAL TIME

KEY FEATURES


OTHER DETAILS

BENEFITS



REAL TIME STATS

ACTIVE CALLS
AVAILABLE AGENTS
AGENTS LOGGED ON




CRADLE TO GRAVE

GROUP CALL LEGS
RING TIMES
CLICK TO CALL FLOW
EXPORT REPORT




CQ AND AA SUMMARY

CALLS PER CQ / AA
MISSED CALLS
UNUSED CQs / AAs
OVERFLOW




PRESENCE STATUS

REALTIME STATUS
FILTER ON OU
FILTER ON CQ / AA
FILTER ON STATUS




CALL FLOWS

VISUALIZE ALL LEGS
PRESENTED / ANSWER
CALL OVERVIEW



CQ AND AA DETAILS

SUMMARY OF CQ / AA
ANSWERED & MISSED
AGENT PERFORMANCE
CLICK THROUGH




TREND ANALYTICS

CALL HANDLING
DEFINED DATE RANGE
INBOUND & OUTBOUND
DIRECT FILTERING



WALLBOARD

USER DEFINED
DIRECT FILTERING
THRESHOLDS



TRENDS & CALLBACKS

CALL VOLUMES
MISSED CALLS
MISSED & CALLBACKS



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CLOBBA **RT**

REAL TIME

KEY FEATURES

OTHER DETAILS

BENEFITS



01 DEPLOYMENT
Software as a Service
Code Cloud, Customer
Environment, Partner
Hosted

02 SECURITY POLICIES
Role based access policies,
AD Authentication, SSO,
MFA

03 SaaS LICENCING
Annual subscription per
Call Queue including
support and software
assurance

04 AD SYNC
Automated sync to AD
and other DBs

05 FLEXIBILITY
Annual or monthly
subscription

06 ADDITIONAL MODULE
Clobba RT is an additional
module which requires Clobba



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CLOBBA **RT** REAL TIME

KEY FEATURES

OTHER DETAILS

BENEFITS



01 REAL TIME METRICS
Dynamic decision making ensures sufficient resources are allocated and SLAs are being met

02 HISTORICAL TRENDS
Performance over time gives a view of KPIS leading to higher levels of service delivery

03 THRESHOLDS
Gamification can motivate agents and teams increasing performance and customer satisfaction

04 REDUCE CALL HANDLING TIMES
Visibility of cradle to grave call legs and the overall call flow allows informed decisions to be made on call routing and resource allocation

05 AUTOMATION
Key information is delivered to relevant employees guaranteeing the productive use of CQs AAs and the associated agents

06 INSIGHTS FOR CLOBBA QM
Used in conjunction with Clobba DM the RT insights allow for local management and configuration of CQs and AAs



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CLOBBA VR

VOICE RECORDER

KEY FEATURES

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BENEFITS



Simple, cost effective Voice Recording for Teams



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CLOBBA VR

VOICE RECORDER

KEY FEATURES

OTHER DETAILS

BENEFITS



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CLOBBA **VR** VOICE RECORDER

KEY FEATURES

OTHER DETAILS

BENEFITS



01 DEPLOYMENT
Must be installed in customer Azure

02 SECURITY POLICIES
Role based access policies, User, Manager, Administrator

03 LICENCING
Annual subscription per recorded user including support and software assurance

04 STANDALONE
Can be purchased as a standalone application

05 FLEXIBILITY
Annual or monthly subscription and can be a subset of Teams users

06 CALL RETENTION
Recorded calls can be retained as long as required



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CLOBBA **VR**

VOICE RECORDER

KEY FEATURES

OTHER DETAILS

BENEFITS



01
SIMPLE TO USE
Ease of search and playback functions allows for quick call retrieval

02
COST EFFECTIVE
The simple nature of Clobba VR means that customers are not paying for features that are not required

03
OWNERSHIP
Calls are stored within the customers environment addressing sovereignty and call storage requirements

04
TRAINING & MONITORING
Supervisor can listen to live calls and playback calls with agents assisting with training

05
DISPUTE RESOLUTION
Recorded calls can be stored for a user defined duration to be used in the case of customer disputes

06
COMPLIANCE
The manual 'pause and resume' feature assists in meeting regulations



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KEY FEATURES

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BENEFITS



Governance and collaboration reporting for Teams



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CODE.

KEY FEATURES

OTHER DETAILS

BENEFITS



OVERVIEW

- USER ACTIVITY TOTALS
- TEAM ACTIVITY
- DIRECT FILTERING
- SAVE AS EXCEL

DEPARTMENT ACTIVITY

- ADOPTION SUMMARY
- DIRECT FILTERING
- SAVE AS EXCEL

TEAMS ADOPTION

- OPENED TEAMS
- ACTIVE TEAMS
- DIRECT FILTERING

USER ACTIVITY

- SUMMARY
- USER DETAIL
- DIRECT FILTERING
- SAVE AS EXCEL

DEVICE USAGE

- USER DEVICE SUMMARY
- DIRECT FILTERING
- SAVE AS EXCEL

APPLICATIONS

- SUMMARY OF AP USE
- DIRECT FILTERING

[Click image to zoom]



CLOBBA **CM**

COLLAB MANAGER

KEY FEATURES

OTHER DETAILS

BENEFITS



01
DEPLOYMENT
Delivered from Code Cloud
using SSO

02
AD Integration
Company data structure
automatically imported

03
LICENCING
Annual or monthly
subscription per Teams
user including support
and software assurance



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KEY FEATURES

OTHER DETAILS

BENEFITS



01
SIMPLE TO USE
Easy search and filtering ensures quick and easy access to relevant data

02
SECURITY POLICIES
The comprehensive, user defined security policies allows for local management outside of the Teams Admin center

03
USER ADOPTION
See at a glance if Teams is being used to the best of its potential. Highlighting areas for further education and training

04
TEAMS GOVERNANCE
Insights into Teams and Channel activity allow for management of redundant Teams



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KEY FEATURES

OTHER DETAILS

BENEFITS



EPOS

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Management and reporting of
headsets and devices



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CODE.

CLOBBA **DM**

DEVICE MANAGER

KEY FEATURES

OTHER DETAILS

BENEFITS



DEVICES OVERVIEW

- DEVICE TYPES
- QUALITY TRENDS
- LOW QUALITY DEVICES
- FIRMWARE

FIRMWARE

- FIRMWARE OVERVIEW
- VERSION DESCRIPTION
- BULK UPDATES

INVENTORY

- DEVICE TYPE
- FIRMWARE VERSION
- FIRST USED
- ASSOCIATED USER

CERTIFIED DEVICE USE

- APPROVED DEVICE %
- WIFI CALLING %
- CLICK THROUGH

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CODE.

CLOBBA **DM**

DEVICE MANAGER

KEY FEATURES

OTHER DETAILS

BENEFITS



01
DEPLOYMENT
Delivered from Code Cloud
or into customer
environment

02
**VENDOR
INFORMATION**
Device details are taken
directly from the vendor
management platform

03
CALL LINKING
Detailed reporting on
calls are linked to headset
information

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CLOBBA **DM**

DEVICE MANAGER

KEY FEATURES

OTHER DETAILS

BENEFITS



01
SINGLE VIEW
From a single application it is possible to view an entire organisations DID ranges and number allocation

02
AUTOMATED
Auto creation of ranges means that the number of rogue DIDs in kept to a minimum

03
INSIGHTS
The details presented ensure that ranges are optimized resulting in cost savings and reducing risk

04
PROACTIVE
The alerts ensure that plenty of time is given to provision additional numbers prior to reaching capacity



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KEY FEATURES

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BENEFITS



DID Range and Number Management



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KEY FEATURES

OTHER DETAILS

BENEFITS



RANGES STATS

TOTAL # OF NUMBERS
TOTAL # OF RANGES
% ALLOCATED
% UNALLOCATED

RANGE DETAILS

DID DETAILS
ALLOCATE DIDs
RESERVE DIDs
EXPORT AS XLS/PDF

ROGUE DIDs

UNALLOCATED DIDs
SORT AND FILTER
TAKEN FROM CDRs

RANGES SUMMARY

SUMMARY DETAILS
SORT AND FILTER
DIRECT FILTERING
EXPORT AS XLS/PDF

CREATE NEW RANGE

SPECIFY # RANGE
SERVICE PROVIDER
INCLUDE EXTENSION
SPECIFY # HOLD TIME

[Click image to zoom]



CLOBBA **RM**

RANGE MANAGER

KEY FEATURES

OTHER DETAILS

BENEFITS



01 AUTO RANGE CREATION
When a sequential range of numbers is identified from CDRs a range is automatically created

02 SECURITY POLICIES
The comprehensive, user defined security policies allows for local management of ranges and numbers

03 REPORTS
Create tailored reports to view ranges and number allocation. These can be automated and generated in Excel or PDF

04 HOLD NUMBERS
Numbers can be reserved or not reallocated for a user defined period

05 POWERSHELL
There is the option to run PowerShell commands as oppose to using the Clobba RM interface

05 ALERTS
Thresholds can be set generating an email alerts when ranges reach a pre-defined % of capacity



CLOBBA **RM**

RANGE MANAGER

KEY FEATURES

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BENEFITS



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CLOBBA QM

QUEUE MANAGER

KEY FEATURES

BENEFITS



Management and configuration of Call Queues and Auto Attendants without the need for Teams Admin role



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KEY FEATURES

BENEFITS

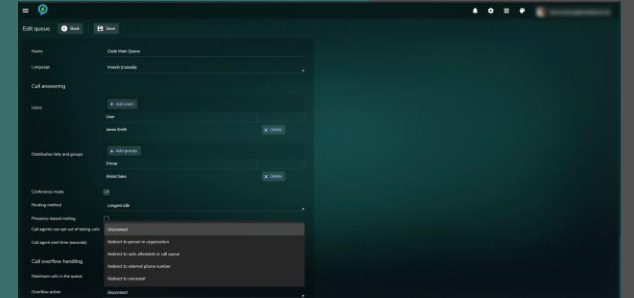


01 SECURITY POLICIES
User defined role based access allows for CQ and AA configuration outside of the Teams Admin portal by managers and team leaders

02 SUPPORT FOR SSO
Single Sign On can be associated with MFA for increased security around system access

03 LICENCING
Annual or monthly subscription per managed Call Queue or Auto Attendant includes support and software assurance

04 LIKE FOR LIKE FEATURES WITH ADMIN PORTAL
All configuration options for CQs and AAs are available in Clobba QM



[Click image to zoom]





KEY FEATURES

BENEFITS



01 REDUCED CONFIG TIME

Remove the necessity to contact and use the Teams admin for any config changes to CQs and AAs reducing the time to implement changes resulting in a reduction in call handling times.

02 FREE UP IT RESOURCES

When logging on the appropriate security policy is allocated meaning team leaders or managers have the ability to make changes to call handling options within the CQs and AAs at a local level. This frees up IT Admin for other tasks

03 LOSE NO OPTIONS FROM ADMIN PORTAL CONFIGURATION

All available configuration options means that no compromise is made at the config level. The result is call handling times are reduced and customer satisfaction levels are increased



↑ Employee ×
↑ Direction ×

Time	EndPoint	Employee	Duration	Direction	Number	Modality	Destination	Quality	
Employee: [Redacted]									
Direction: Internal									
15/03/2021 10:01:16	[Redacted]	[Redacted]	0:22:26	Internal	[Redacted]	App. sharing	[Redacted]	Good	Details
15/03/2021 10:03:05	[Redacted]	[Redacted]	0:00:20	Internal	[Redacted]	App. sharing	[Redacted]	Good	Details
15/03/2021 10:46:58	[Redacted]	[Redacted]	0:03:43	Internal	[Redacted]	Voice	[Redacted]	Good	Details
16/03/2021 09:00:34	[Redacted]	[Redacted]	0:14:38	Internal	[Redacted]	App. sharing	[Redacted]	Poor	Details
Employee: [Redacted]									
Direction: Internal									
15/03/2021 13:30:39	[Redacted]	[Redacted]	0:29:56	Internal	[Redacted]	App. sharing	[Redacted]	Good	Details
16/03/2021 10:47:15	[Redacted]	[Redacted]	0:07:19	Internal	[Redacted]	App. sharing	[Redacted]	Unknown	Details
16/03/2021 13:33:04	[Redacted]	[Redacted]	0:02:30	Internal	[Redacted]	Voice	[Redacted]	Poor	Details
17/03/2021 08:01:10	[Redacted]	[Redacted]	0:30:17	Internal	[Redacted]	App. sharing	[Redacted]	Poor	Details
17/03/2021 09:27:36	[Redacted]	[Redacted]	0:04:22	Internal	[Redacted]	App. sharing	[Redacted]	Good	Details
17/03/2021 09:43:30	[Redacted]	[Redacted]	0:02:11	Internal	[Redacted]	App. sharing	[Redacted]	Unknown	Details
Direction: Out									
15/03/2021 14:01:11	[Redacted]	[Redacted]	2:06:53	Out	[Redacted]	App. sharing	[Redacted]	Good	Details
15/03/2021 16:30:35	[Redacted]	[Redacted]	0:44:45	Out	[Redacted]	App. sharing	[Redacted]	Good	Details
16/03/2021 10:47:15	[Redacted]	[Redacted]	0:07:19	Out	[Redacted]	App. sharing	[Redacted]	Good	Details
16/03/2021 11:31:35	[Redacted]	[Redacted]	1:19:44	Out	[Redacted]	App. sharing	[Redacted]	Good	Details
Employee: [Redacted]									
Direction: Internal									
15/03/2021 14:36:04	[Redacted]	[Redacted]	0:00:23	Internal	[Redacted]	Video	[Redacted]	Unknown	Details

>> CLICK HERE TO GO BACK <<



Recordings

Play	Start time ↓	User	Duration	Ringtime	Number	Participants
▶	3/17/2021 9:01 AM	[Redacted]	01:00:11	00:00:01	[Redacted]	7

Overview Participants

Name	Join ↑	Leave	Duration
[Redacted]	9:01:48 AM	10:02:00 AM	1:00:11
[Redacted]	9:01:48 AM	10:02:00 AM	1:00:11
[Redacted]	9:01:48 AM	10:02:00 AM	1:00:11
[Redacted]	9:01:48 AM	10:02:00 AM	1:00:11
[Redacted]	9:01:48 AM	10:01:59 AM	1:00:11
[Redacted]	9:02:45 AM	10:02:00 AM	1:00:11
[Redacted]	9:11:04 AM	10:02:00 AM	1:00:11

▶	3/17/2021 9:01 AM	[Redacted]	00:12:17	00:00:01	Marius Ologesa	3
---	-------------------	------------	----------	----------	----------------	---

▶	3/16/2021 9:09 PM	[Redacted]	00:13:50	00:00:13	Mark Lennon	2
---	-------------------	------------	----------	----------	-------------	---

Nothing to play



Back

Play

Download

Delete

Overview

Start time: 9:01:47 AM

Connected time: 9:01:47 AM

End time: 10:02:00 AM

Duration: 01:00:11

Ringtime: 00:00:01

Participants

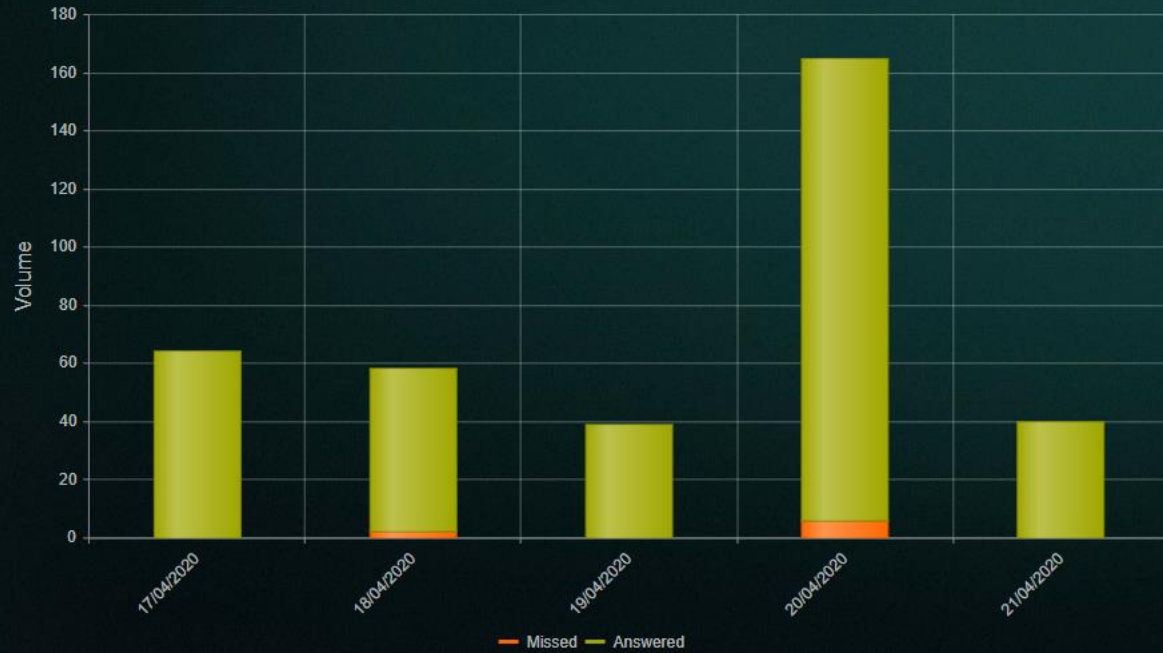
Name	Join ↑	Leave	Duration
XXXXXXXXXX	9:01:48 AM	10:02:00 AM	1:00:11
XXXXXXXXXX	9:01:48 AM	10:02:00 AM	1:00:11
XXXXXXXXXX	9:01:48 AM	10:02:00 AM	1:00:11
XXXXXXXXXX	9:01:48 AM	10:02:00 AM	1:00:11
XXXXXXXXXX	9:01:48 AM	10:01:59 AM	1:00:10
XXXXXXXXXX	9:02:45 AM	10:02:00 AM	0:59:14
XXXXXXXXXX	9:11:04 AM	10:02:00 AM	0:50:55

Nothing to play

Overview

Total calls: 365
 Answered calls: 358
 Missed calls: 7
 Answered %: 98.08
 Avg call duration: 0:07:08
 Avg queue time: 0:00:06

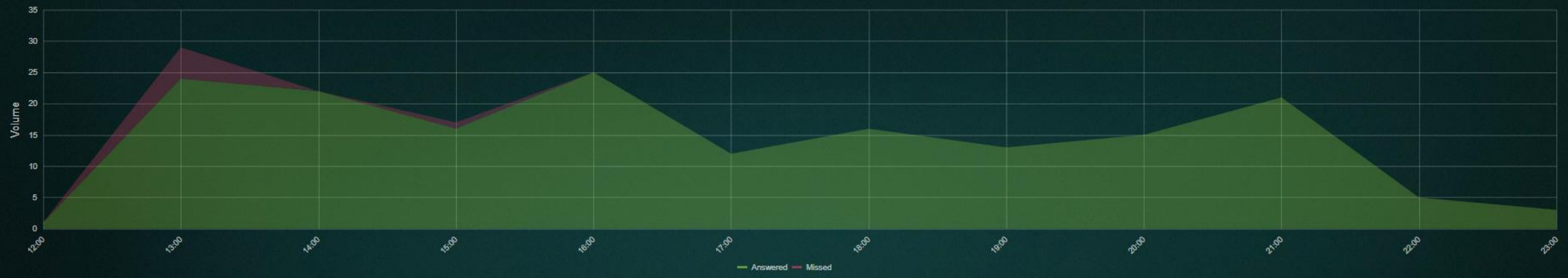
Success rate



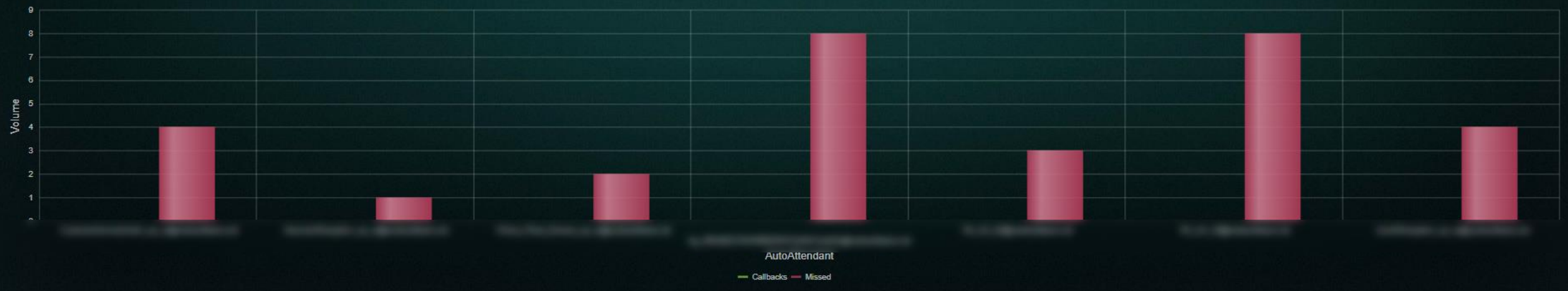
Agents

Agent	Calls ↓	Duration	Avg. duration	Avg. ringtime
Agent 1	49	5:31:34	0:06:46	0:00:06
Agent 2	45	2:55:45	0:03:54	0:00:06
Agent 3	35	3:14:13	0:05:32	0:00:07
Agent 4	32	3:12:42	0:06:01	0:00:06
Agent 5	31	3:31:05	0:06:48	0:00:06
Agent 6	29	4:10:48	0:08:38	0:00:06
Agent 7	25	3:19:55	0:07:59	0:00:06
Agent 8	23	4:29:14	0:11:42	0:00:06
Agent 9	17	3:01:40	0:10:41	0:00:06
Agent 10	15	1:34:30	0:06:18	0:00:06
Agent 11	14	3:08:41	0:13:28	0:00:06
Agent 12	13	1:37:25	0:07:29	0:00:06
Agent 13	11	1:19:07	0:07:11	0:00:06
Agent 14	10	1:07:11	0:06:43	0:00:06
Agent 15	8	0:00:00	0:00:00	0:00:17
Agent 16	8	0:22:39	0:02:49	0:00:06
Agent 17	1	0:03:09	0:03:09	0:01:04

Queues call answering



Callbacks



General filters

Date 01/02/2021 to 28/02/2021

Week days Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Direction Outgoing Incoming Internal

Modality Voice Video App. sharing IM Data

Time and cost

Organization

AutoAttendant

AutoAttendant

Queues

Apply filters to call flows

Destinations

Infrastructure

Network

Originator IP 0.0.0.0 to 0.0.0.0

Destination IP 0.0.0.0 to 0.0.0.0

MOS to

Subnets

Subnet locations

Connection type (all)

Sort & summary

Sort by Employee

Descending Group by New page after

Then by (none)

Descending Group by New page after

Then by (none)

Descending Group by New page after

Subtotals Show subtotals

Chart

Show chart

Y axis (none)

Y axis 2 (none)

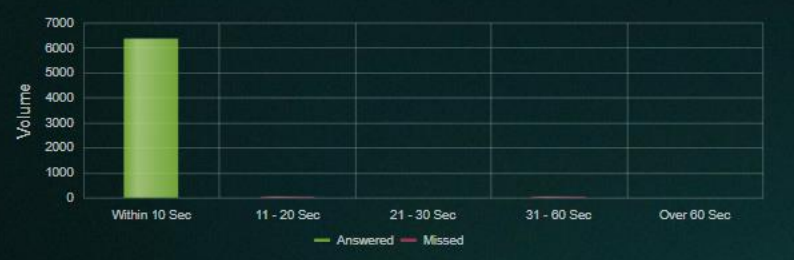
Y axis 3 (none)

Y axis 4 (none)

Y axis 5 (none)



Inbound call handling



Avg. duration

Avg. duration
0:21:18

Calls distribution by location



Outbound summary

Employee	Organization unit	Total	Answered	Unanswered	Duration ↓	Avg. duration
Emilian Hayes	IT	3787	3715	72	2028:30:36	0:32:45
Undefined	Undefined	387	341	46	33:06:57	0:05:49
pgwong@codesoftware.net	Undefined	2	2	0	7:39:30	3:49:45
Imelda Burnett	Code Support	2	2	0	7:35:32	3:47:46
Raquel Neal	Design	4	4	0	5:48:40	1:27:10
Giovanni Roman	Robotics	3	3	0	5:23:32	1:47:50

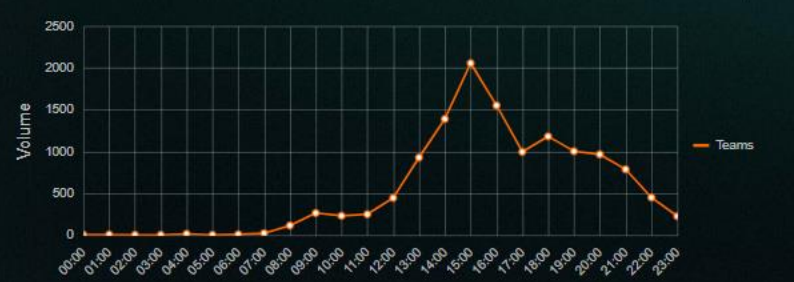
Page 1 of 21 | 1 - 50 of 1023 items

Inbound summary

Employee	Total ↓	Missed	Avg. ringtime	Peak ringtime	Avg. duration	Peak duration
Emilian Hayes	40011	0	0:00:00	0:00:00	0:27:07	24:01:39
Undefined	5203	48	0:00:00	0:06:24	0:03:19	6:08:19
mivalver@codesoftware.net	287	0	0:00:00	0:00:00	0:00:06	0:30:17
Monica Ramsey	163	0	0:00:00	0:00:07	0:01:04	0:22:00
Booker Ochoa	151	0	0:00:00	0:00:06	0:00:25	0:25:10
rrush@codesoftware.net	145	0	0:00:00	0:00:06	0:00:27	0:40:22

Page 1 of 1 | 1 - 50 of 50 items

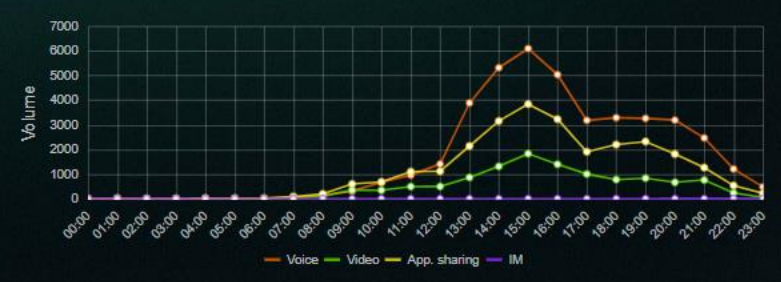
Gateways / SBC's summary




Subnet quality




Call type summary

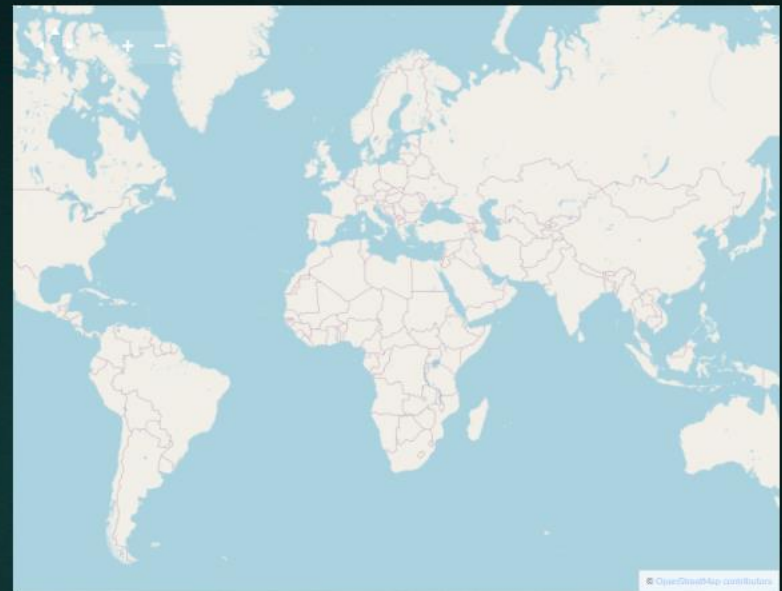


Caller

 Title: Director
Organization unit: Sales
EndPoint: [REDACTED]
Client type: Teams
Location:

Callee

 Title:
Organization unit: Undefined
EndPoint: [REDACTED]
Client type: Teams
Location:



Overview

Data source: CodeTeams
Service type: App. sharing
Time: 30/3/2021 14:12:17
Ringtime: 0:00:00
Duration: 0:10:29
Call type: Completed
Quality: Good

Network

Network MOS: 0.00
Error category: Success
Error description:

Devices Quality Trace route

Caller

URI:
PAI:
Client type: Teams
Client version: CallSignalingAgent (27/1.4.00.7174//;release_releases/CL2021.R01.2021.01.01.23;releases/CL2021.R01)
Connection type: Wi-Fi
VPN: False
Endpoint:
IP address: [REDACTED]
Reflexive IP Address: [REDACTED]
Subnet: [REDACTED]
Capture device: vid:0|pid:0

Callee

URI:
PAI:
Client type: Teams
Client version: CallSignalingAgent (27/1.4.00.7174//;release_releases/CL2021.R01.2021.01.01.23;releases/CL2021.R01)
Connection type: Wired
VPN: False
Endpoint:
IP address: [REDACTED]
Reflexive IP Address: [REDACTED]
Subnet: [REDACTED]
Capture device: 4- Plantronics .Audio 655 DSP

>> [CLICK HERE TO GO BACK](#) <<

Employee summary

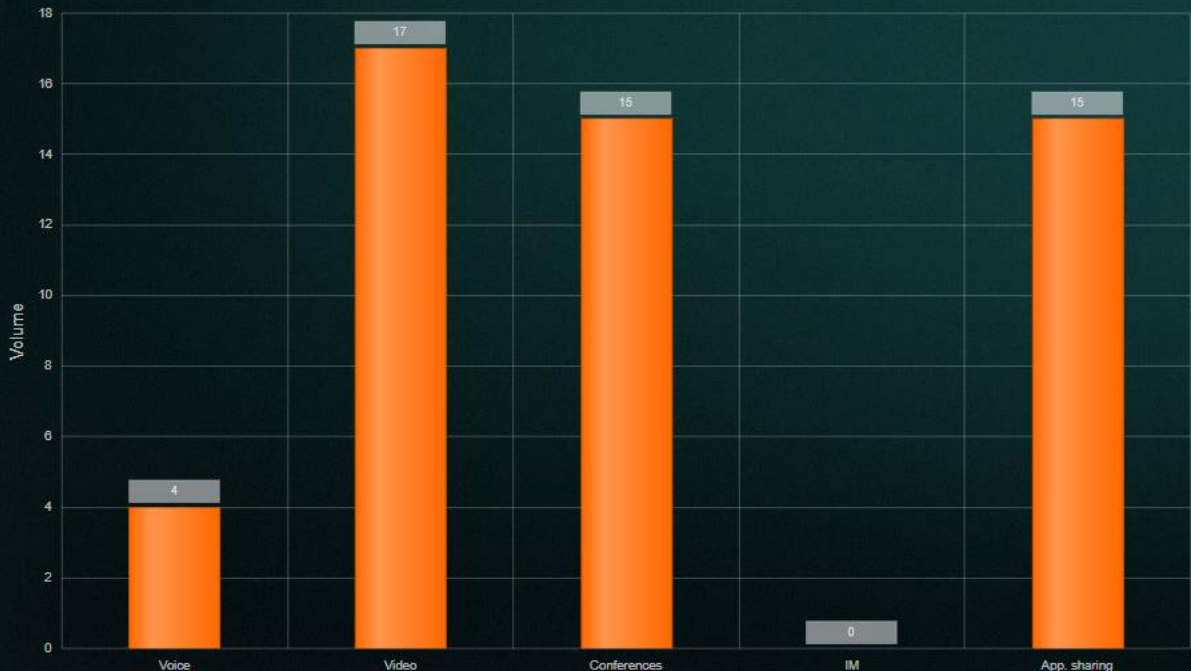


Title: Director
Organization unit: Sales
Email: [redacted]

View activity from 24/03/2021 to 31/03/2021

EndPoints

SIP: [redacted]



Calls

Time	From	To	Service type	Quality
30/3/2021 14:12:17	[redacted]	[redacted]	App. sharing	Good
30/3/2021 13:45:58	[redacted]	[redacted]	Video	Unknown
30/3/2021 11:19:34	[redacted]	[redacted]	Video	Unknown
30/3/2021 10:33:56	[redacted]	[redacted]	Voice	Good
29/3/2021 17:33:40	[redacted]	[redacted]	Video	Unknown
29/3/2021 15:23:02	[redacted]	[redacted]	Video	Good

Page 1 of 1 | 1 - 19 of 19 items

Conferences organized

Time	Participants	Duration
30/3/2021 15:00:12	8	0:50:25
29/3/2021 16:24:43	9	1:09:30
29/3/2021 15:07:55	4	0:11:12
29/3/2021 14:59:31	3	0:06:13
28/3/2021 14:20:11	3	0:23:35
28/3/2021 14:00:00	3	0:19:05
28/3/2021 13:39:26	3	0:13:24

Page 1 of 1 | 1 - 7 of 7 items

Conferences attended

Time	Participants	Duration
30/3/2021 15:00:12	8	0:50:25
30/3/2021 14:00:05	4	0:12:14
29/3/2021 16:24:43	9	1:09:30
29/3/2021 15:07:55	4	0:11:12
29/3/2021 14:59:31	3	0:06:13
29/3/2021 13:58:57	4	0:58:07
29/3/2021 13:00:27	3	0:46:01

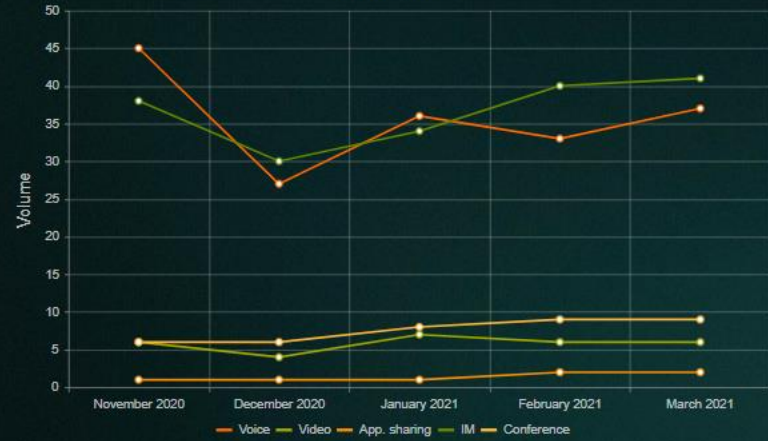
Page 1 of 1 | 1 - 15 of 15 items

>> CLICK HERE TO GO BACK <<

User adoption

01/11/2020 to 31/03/2021 🔍 Filters

Total Usage Chart



Active users

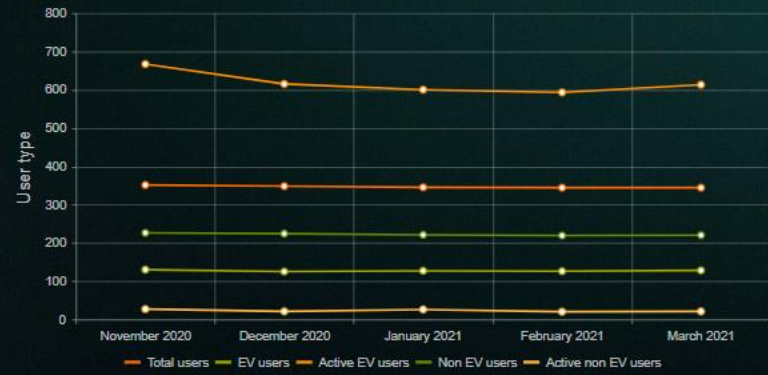


Service	%
Voice	29 %
Video	11 %
IM	23 %
App. sharing	2 %
Conference	13 %

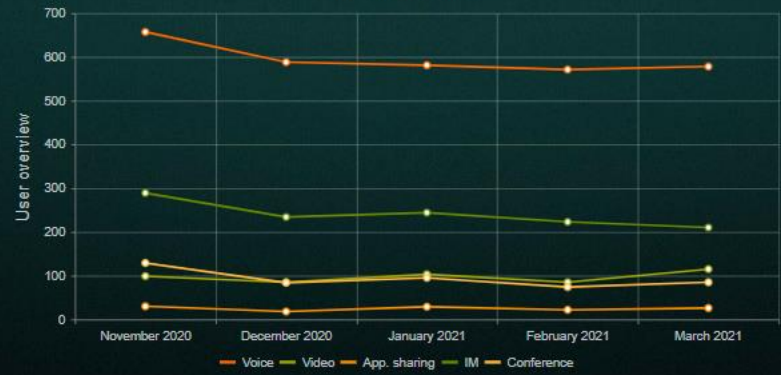
Adoption



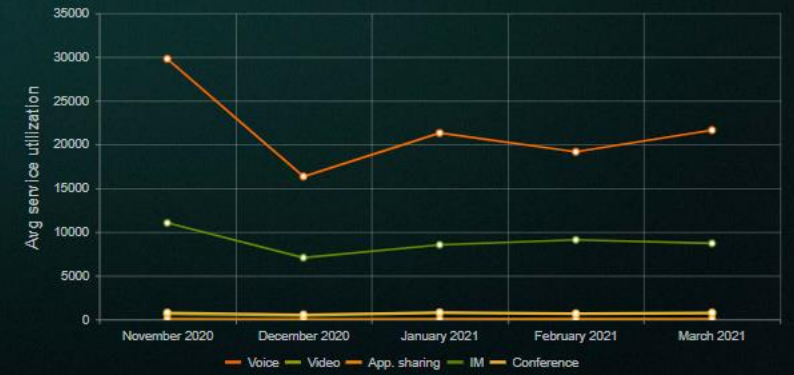
User Type Chart



User Overview Chart



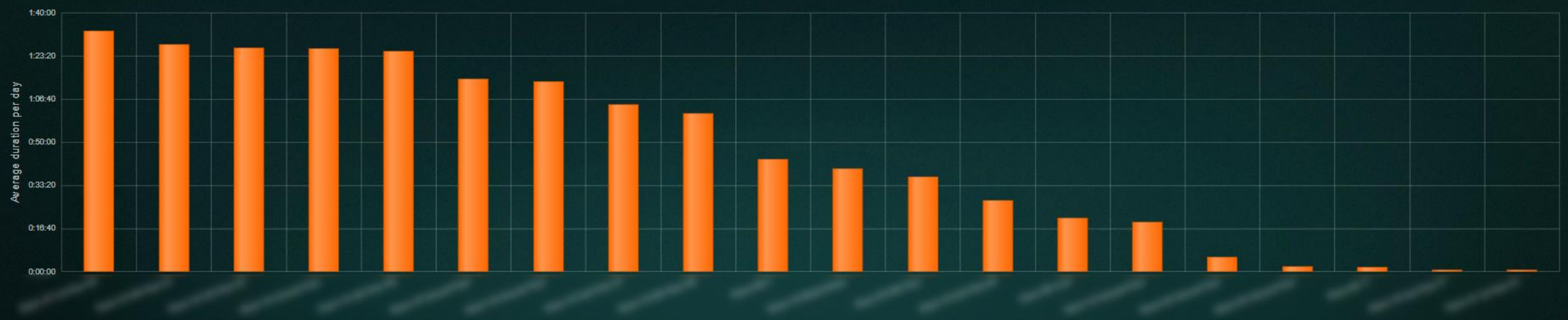
Average Usage Chart



>> CLICK HERE TO GO BACK <<

Room systems adoption

01/01/2020 to 31/01/2020 Filters



>> CLICK HERE TO GO BACK <<

Undefined



Organization unit:

Extension:

Subject:

Overview

Start time: 31/3/2021 10:14:33

End time: 31/3/2021 11:23:49

Duration: 1:09:16

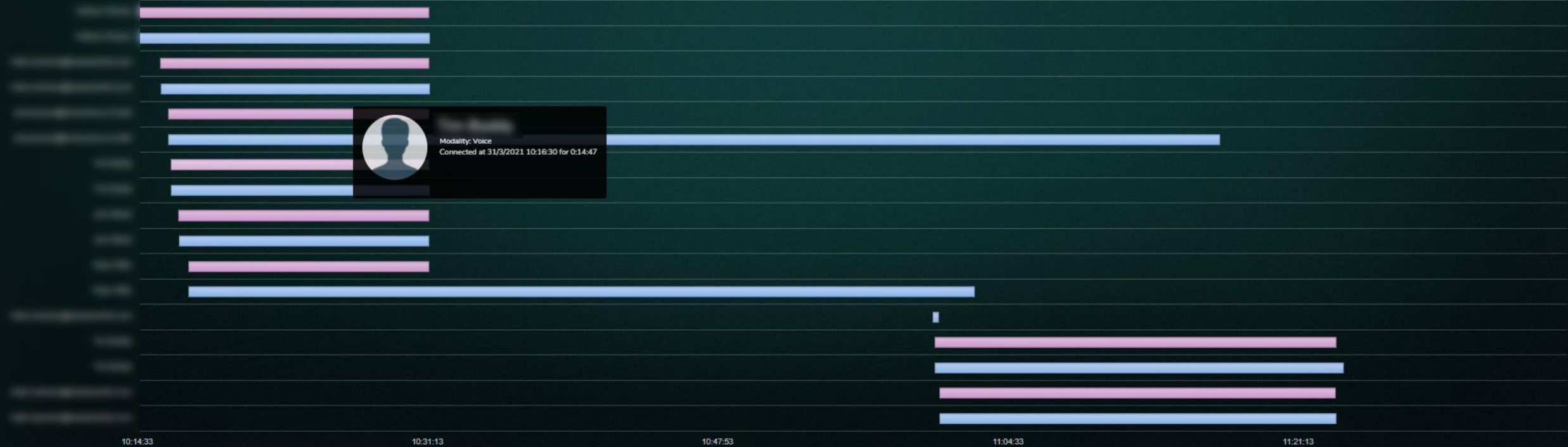
Participants: 6

AV participants: 6

PSTN participants: 0

App sharing participants: 0

IM participants: 6





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



Conferences



Time ↓	Organizer	Subject	Participants	Duration		
▶ 31/3/2021 11:00:25			2	0:08:44		
▶ 31/3/2021 10:14:33			10	2:31:03		
▼ 31/3/2021 10:01:03			3	0:45:08		
Participant			Time ↑	Duration	Service type	Quality
Lydia Bedding			31/3/2021 10:01:03	0:01:31	Video	Good
Pauline Kelly			31/3/2021 10:01:05	0:01:30	Video	Good
Suzanne Jacobs			31/3/2021 10:03:25	0:42:46	Voice	Good
			1 - 3 of 3 items			
▶ 31/3/2021 09:59:21			13	1:43:32		
▶ 31/3/2021 09:30:42			4	0:32:18		
▼ 31/3/2021 09:29:45			5	0:35:14		
Participant			Time ↑	Duration	Service type	Quality
			31/3/2021 09:29:45	0:35:06	Video	Good
			31/3/2021 09:30:13	0:34:38	Video	Good
			31/3/2021 09:30:26	0:34:33	Video	Good
			31/3/2021 09:31:16	0:33:34	Video	Good
			31/3/2021 09:31:58	0:32:51	Video	Good
			1 - 5 of 5 items			
▶ 31/3/2021 09:15:51			4	0:12:01		
▶ 31/3/2021 09:15:12			2	0:03:40		
▶ 30/3/2021 15:14:28			1	0:00:09		
▶ 30/3/2021 12:29:33			2	0:20:57		
▶ 30/3/2021 12:00:29			2	0:23:04		
▶ 30/3/2021 12:00:13			5	0:23:37		
▶ 30/3/2021 10:59:50			6	1:02:44		
▶ 30/3/2021 09:46:35			3	0:49:21		
			1 - 21 of 21 items			

>> CLICK HERE TO GO BACK <<



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



Quality index

Filter from: 01/03/2021 to 31/03/2021 On server: Search

Thresholds

Avg network MOS degradation	1.0	▲▼
Round trip (ms)	500	▲▼
Audio packet loss rate	0.1	▲▼
Avg jitter	30	▲▼
Ratio concealed samples avg	0.1	▲▼
Video post FECPLR	0.1	▲▼
Video local avg frame loss	10	▲▼
Avg frame rate	7	▲▼
Low frame rate call	10	▲▼
Video packet loss rate	0.1	▲▼
Inbound video avg frame rate	7	▲▼
Outbound video avg frame rate	7	▲▼
Dynamic capability	10	▲▼
Spoiled tile	36	▲▼
RDP tile processing latency avg	400	▲▼
App sharing relative one way avg	1.8	▲▼



Calls

Employee	Start time	Direction	Duration	Number	Quality	Computed quality	
[REDACTED]	Mon Mar 01 2021 09:34:39 GM...	In	0:01:48	[REDACTED]	oor	Poor	Call details
[REDACTED]	Mon Mar 01 2021 09:56:47 GM...	In	0:00:06	[REDACTED]	oor	Poor	Call details
[REDACTED]	Mon Mar 01 2021 09:30:28 GM...	Internal	0:30:44	[REDACTED]	ood	Poor	Call details
[REDACTED]	Mon Mar 01 2021 09:32:21 GM...	Internal	0:28:53	[REDACTED]	oor	Poor	Call details
[REDACTED]	Mon Mar 01 2021 09:31:05 GM...	Internal	0:24:45	[REDACTED]	oor	Poor	Call details
[REDACTED]	Mon Mar 01 2021 11:02:36 GM...	Internal	0:29:50	[REDACTED]	ood	Poor	Call details
[REDACTED]	Mon Mar 01 2021 11:01:20 GM...	Internal	0:30:59	[REDACTED]	ood	Poor	Call details
[REDACTED]	Mon Mar 01 2021 14:06:30 GM...	Internal	0:10:22	[REDACTED]	ood	Poor	Call details
[REDACTED]	Mon Mar 01 2021 14:51:54 GM...	Internal	0:01:55	[REDACTED]	ood	Poor	Call details
[REDACTED]	Mon Mar 01 2021 15:49:56 GM...	Out	0:00:10	[REDACTED]	oor	Poor	Call details
[REDACTED]	Mon Mar 01 2021 15:59:00 GM...	Out	0:00:12	[REDACTED]	oor	Poor	Call details
[REDACTED]	Tue Mar 02 2021 09:24:22 GMT...	Out	0:00:24	[REDACTED]	oor	Poor	Call details
[REDACTED]	Tue Mar 02 2021 09:33:47 GMT...	In	0:00:17	[REDACTED]	oor	Poor	Call details
[REDACTED]	Tue Mar 02 2021 10:06:53 GMT...	Out	0:00:05	[REDACTED]	ood	Poor	Call details
[REDACTED]	Tue Mar 02 2021 10:05:02 GMT...	In	0:00:16	[REDACTED]	oor	Poor	Call details
[REDACTED]	Tue Mar 02 2021 10:13:12 GMT...	Out	0:00:02	[REDACTED]	ood	Poor	Call details

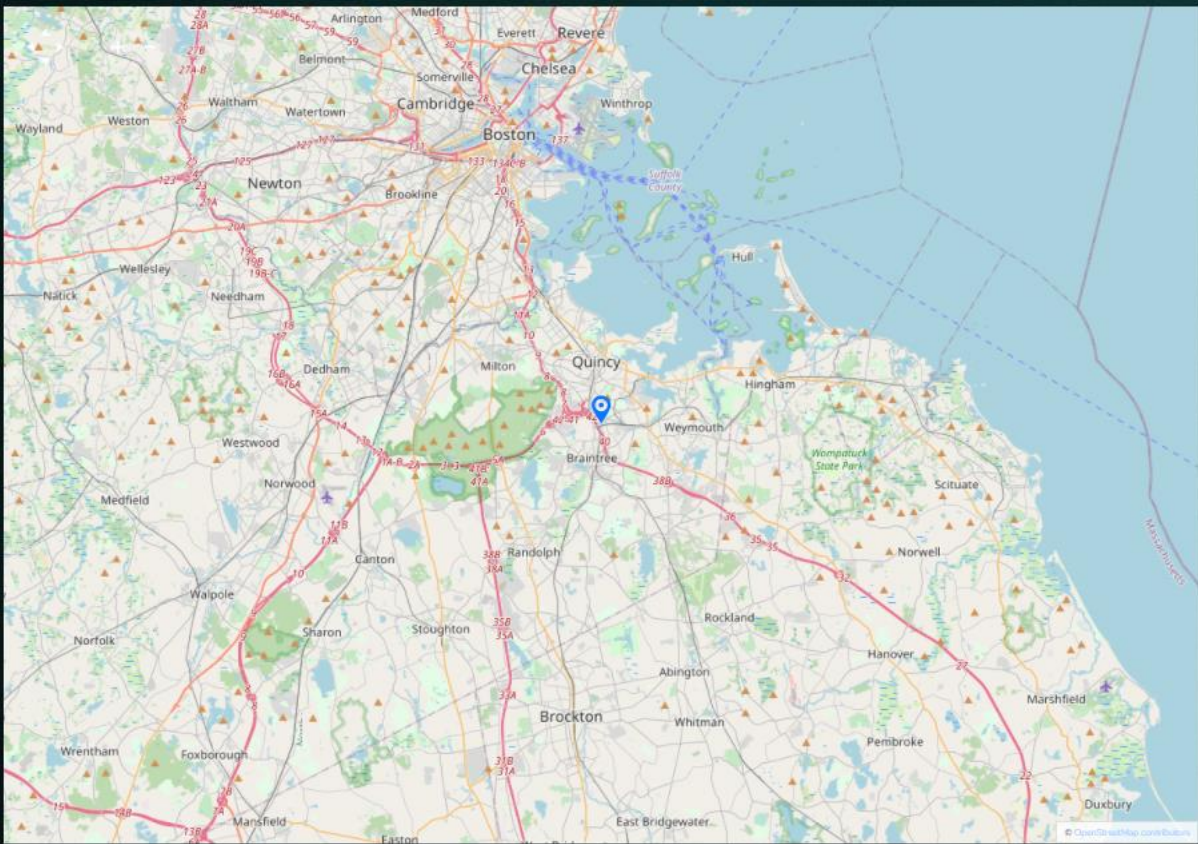
>> CLICK HERE TO GO BACK <<

Dialed number summary

Search

Number

Date to



Calls

Time ↓	From	To	Ringtime	Duration	Quality
31/3/2021 14:23:11			0:00:17	0:00:00	Good
23/3/2021 09:33:17			0:00:08	0:00:34	Good
18/3/2021 15:32:17			0:00:23	0:00:35	Good
18/3/2021 15:31:50			0:00:09	0:00:16	Good
15/3/2021 12:38:59			0:00:06	0:00:00	Good
8/3/2021 15:10:00			0:00:09	0:00:58	Good
4/3/2021 17:16:57			0:00:09	0:00:27	Good
19/2/2021 10:24:42			0:00:19	0:00:01	Good
5/2/2021 09:34:43			0:00:15	0:00:03	Good
21/1/2021 14:18:59			0:00:06	0:00:00	Good
21/1/2021 14:18:59			0:00:08	0:00:03	Good
22/12/2020 09:31:37			0:00:22	0:00:26	Good
27/11/2020 10:30:47			0:00:07	0:00:03	Good
23/11/2020 11:00:57			0:00:10	0:00:26	Good

>> CLICK HERE TO GO BACK <<



- Alarms
- Collectors
- Currencies
- Import settings
- License info
- Modules
- Organization
- Organization settings
- Parsers
- Phones
- Plugins
- Presence
- Reports
- Security
- Sites
- Subnets
- System
- Tariff

Search

Name

<input type="checkbox"/>	Name ↑	Enabled	Type	Modified by user	Last updated
<input type="checkbox"/>	DID Range over 90 % Capacity	<input type="checkbox"/>	DID range		17/11/2017
<input type="checkbox"/>	DID Range over 80%	<input type="checkbox"/>	DID range		07/07/2020
<input type="checkbox"/>	Inbound Weekend Calls	<input checked="" type="checkbox"/>	CDR		21/06/2018

General Conditions Thresholds

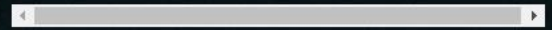
Duration greater than or equal to

Ring time greater than or equal to

Cost greater than or equal to

MOS less than or equal to

Diagnostic IDs



>> CLICK HERE TO GO BACK <<

Stakeholder Focus	IT	Helpdesk	Super User	Dept Managers	General Management	Project / Change Management	Queue Team Leaders	PRODUCTS
Helpdesk Tool	✓	✓						
Troubleshooting	✓	✓		✓	✓	✓		
User Behaviour	✓	✓	✓	✓		✓		
Device Management	✓	✓				✓		
Productivity	✓			✓	✓	✓		
Service Levels	✓			✓	✓	✓	✓	
Adoption - Migration	✓		✓	✓	✓	✓	✓	
Adoption Teams	✓		✓	✓	✓	✓		
PRODUCTS								



>> CLICK HERE TO GO BACK <<



EPOS



AVAYA

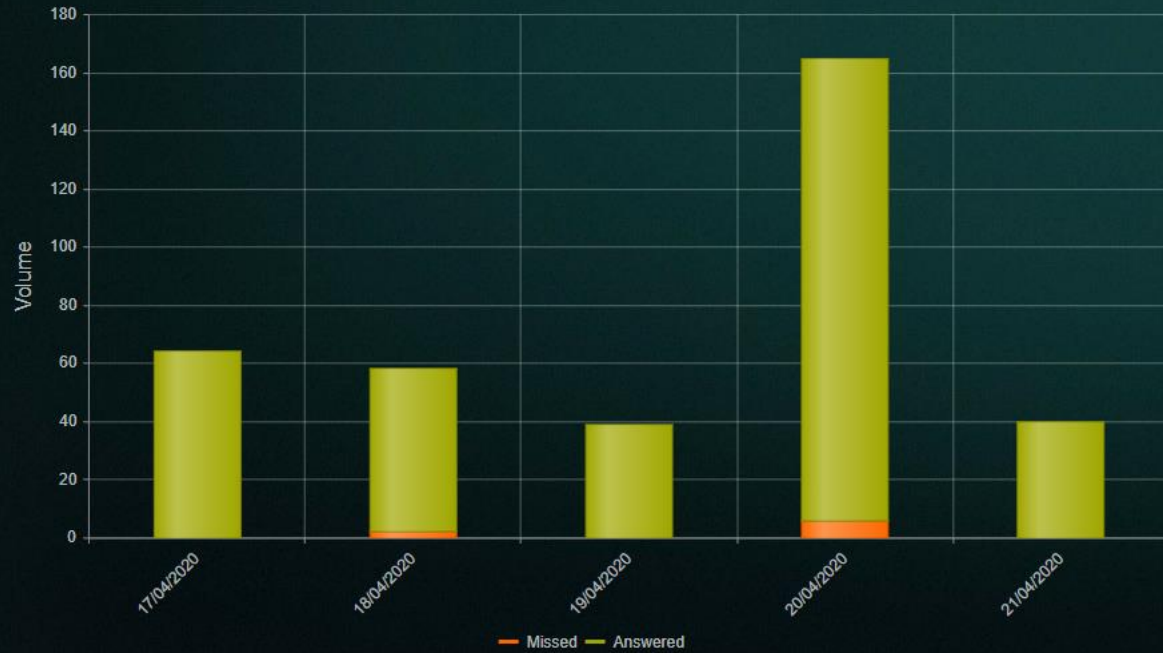


>> [CLICK HERE TO GO BACK](#) <<

Overview

Total calls: 365
Answered calls: 358
Missed calls: 7
Answered %: 98.08
Avg call duration: 0:07:08
Avg queue time: 0:00:06

Success rate



Agents

Agent	Calls ↓	Duration	Avg. duration	Avg. ringtime
Agent 1	49	5:31:34	0:06:46	0:00:06
Agent 2	45	2:55:45	0:03:54	0:00:06
Agent 3	35	3:14:13	0:05:32	0:00:07
Agent 4	32	3:12:42	0:06:01	0:00:06
Agent 5	31	3:31:05	0:06:48	0:00:06
Agent 6	29	4:10:48	0:08:38	0:00:06
Agent 7	25	3:19:55	0:07:59	0:00:06
Agent 8	23	4:29:14	0:11:42	0:00:06
Agent 9	17	3:01:40	0:10:41	0:00:06
Agent 10	15	1:34:30	0:06:18	0:00:06
Agent 11	14	3:08:41	0:13:28	0:00:06
Agent 12	13	1:37:25	0:07:29	0:00:06
Agent 13	11	1:19:07	0:07:11	0:00:06
Agent 14	10	1:07:11	0:06:43	0:00:06
Agent 15	8	0:00:00	0:00:00	0:00:17
Agent 16	8	0:22:39	0:02:49	0:00:06
Agent 17	1	0:03:09	0:03:09	0:01:04

>> CLICK HERE TO GO BACK <<

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

Clobba RT - Dept Availability

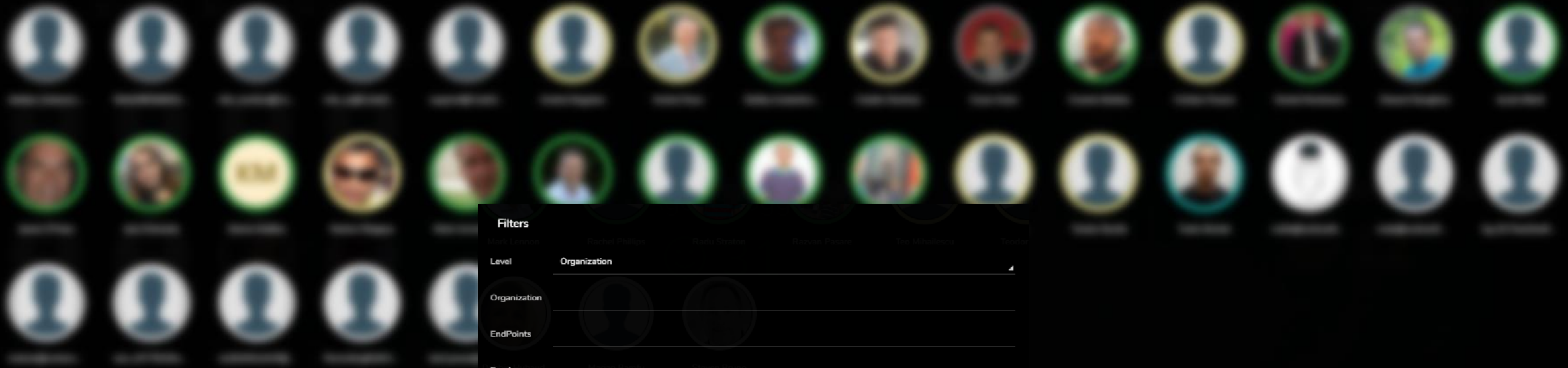
17/03/2021 Trends Global filters

Department	Online	On call	Available	Idle	Offline
Support	6	1	3	2	0
Sales	7	0	4	3	0
Development	3	0	1	2	1

Department	Active calls
Support	1
Sales	0
Development	0

Department	Available agents	Agent Status
Support	2	🙄
Sales	4	😊
Development	1	😞

>> CLICK HERE TO GO BACK <<



Filters

Marked Contacts Marked Contacts Marked Contacts Marked Contacts Marked Contacts

Level: Organization

Organization: [Two empty circular selection boxes]

EndPoints: [Two empty circular selection boxes]

Employees: [Two empty circular selection boxes]

Queues: [Empty text field]

Logged to autoattendant

Status: All Online On call Available Idle Busy Offline

SEARCH CLOSE

20

Online

1

On call

12

Available

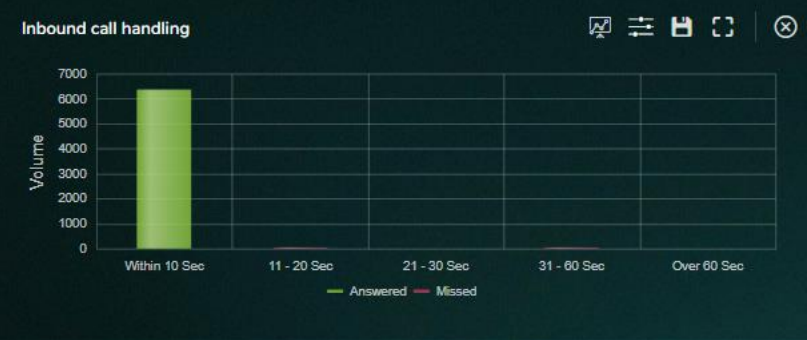
7

Idle

7

Offline

>> CLICK HERE TO GO BACK <<



Avg. duration

Avg. duration
0:21:18



Outbound summary

Employee	Organization unit	Total	Answered	Unanswered	Duration ↓	Avg. duration
	IT	3787	3715	72	2028:30:36	0:32:45
	Undefined	387	341	46	33:06:57	0:05:49
	Undefined	2	2	0	7:39:30	3:49:45
	Code Support	2	2	0	7:35:32	3:47:46
	Design	4	4	0	5:48:40	1:27:10
	Robotics	3	3	0	5:23:32	1:47:50

Page 1 of 21 1 - 50 of 1023 items

Inbound summary

Employee	Total ↓	Missed	Avg. ringtime	Peak ringtime	Avg. duration	Peak duration
	40011	0	0:00:00	0:00:00	0:27:07	24:01:39
	5203	48	0:00:00	0:06:24	0:03:19	6:08:19
	287	0	0:00:00	0:00:00	0:00:06	0:30:17
	163	0	0:00:00	0:00:07	0:01:04	0:22:00
	151	0	0:00:00	0:00:06	0:00:25	0:25:10
	145	0	0:00:00	0:00:06	0:00:27	0:40:22

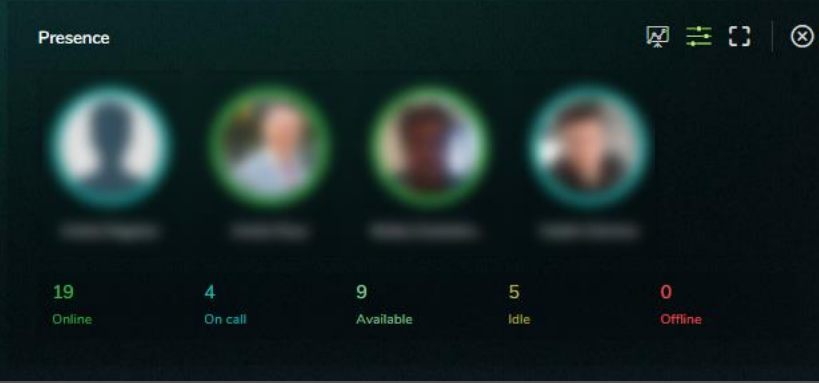
Page 1 of 1 1 - 50 of 50 items

Available agents

Available agents
😊 9

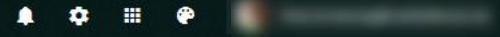
Missed calls

Missed calls
😞 48





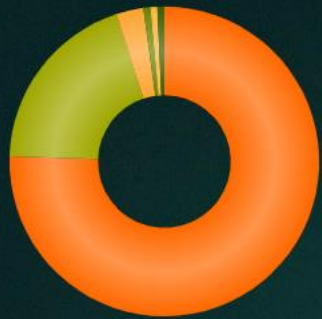
Search for employees, extensions, response groups, numbers...



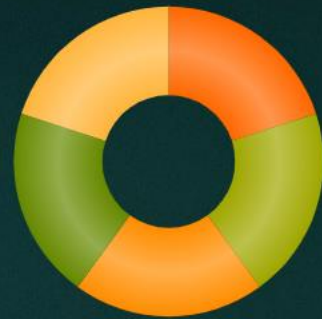
Auto Attendant

Date range: 02/02/2021 to 25/05/2021

Calls



Missed calls



Unused response groups

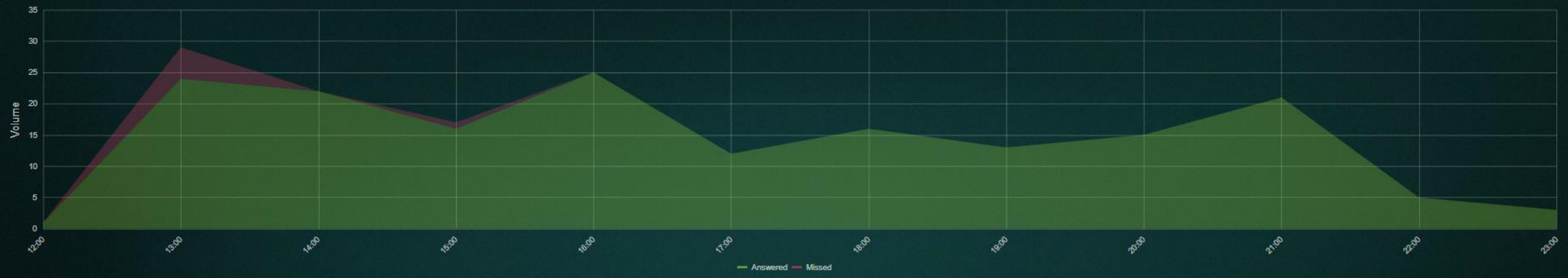
Description

Description

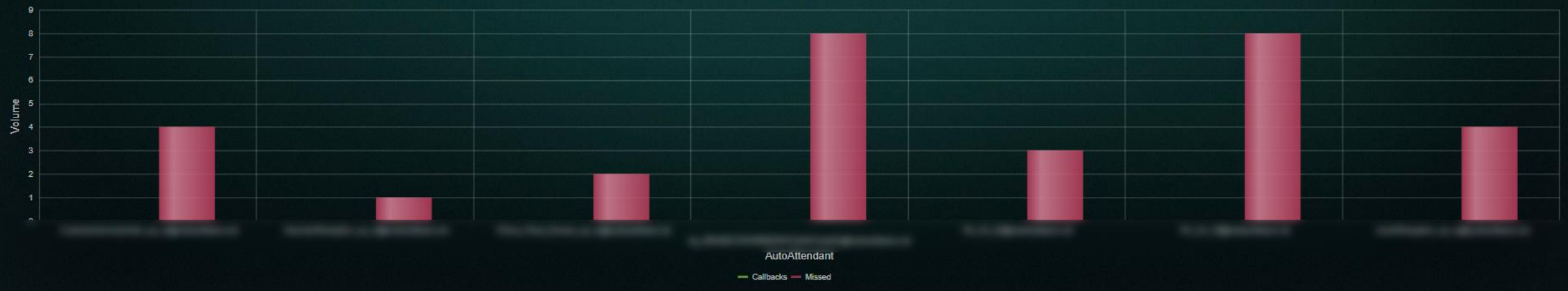
Overflow

>> CLICK HERE TO GO BACK <<

Queues call answering



Callbacks



>> CLICK HERE TO GO BACK <<



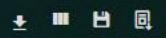
Search for employees, extensions, response groups, numbers...



Analytics

Summary

02/02/2021 26/02/2021



Time	Extension	Employee	Ringtime	Duration	Direction	Number	Conference Id	Queue	
Conference Id: 00522793-4									
23/2/2021 11:31:51			0:00:12	0:00:00	In		00522793-4497-4717-b36e-e7f3b1d456a2		Details
23/2/2021 11:31:50			0:02:19	0:00:00	In		00522793-4497-4717-b36e-e7f3b1d456a2		Details
23/2/2021 11:31:48			0:00:03	0:00:00	In		00522793-4497-4717-b36e-e7f3b1d456a2		Details
23/2/2021 11:31:48			0:00:15	0:02:07	In		00522793-4497-4717-b36e-e7f3b1d456a2		Details
Conference Id: 00aeda6f-df5f-4481-a326-ddbd1737292d									
23/2/2021 09:29:13			0:00:00	0:01:10	Out		00aeda6f-df5f-4481-a326-ddbd1737292d		Details
Conference Id: 010bf930-739c-419a-ae9e-0ddb29b08337									
23/2/2021 09:45:41			0:00:00	0:02:53	Out		010bf930-739c-419a-ae9e-0ddb29b08337		Details
Conference Id: 01d0416d-9566-49c7-b036-10d1acaec6c9									
23/2/2021 18:10:50			0:00:00	0:01:05	Out		01d0416d-9566-49c7-b036-10d1acaec6c9		Details
Conference Id: 0285f477-d7e9-44cf-9e66-f8c3c8efb256									
23/2/2021 10:59:53			0:00:00	0:01:32	Out		0285f477-d7e9-44cf-9e66-f8c3c8efb256		Details
Conference Id: 02f340de-caee-4d30-9743-d69e91f4e744									
23/2/2021 09:32:06			0:00:00	0:00:05	In		02f340de-caee-4d30-9743-d69e91f4e744		Details
Conference Id: 03798d93-c750-4553-9f87-6bcb857a0b78									
22/2/2021 23:53:53			0:00:00	0:00:01	Out		03798d93-c750-4553-9f87-6bcb857a0b78		Details
Conference Id: 041762fb-e127-40b9-8cd9-e55545aaf795									
22/2/2021 17:00:11			0:00:00	0:02:22	Internal		041762fb-e127-40b9-8cd9-e55545aaf795		Details
22/2/2021 17:00:11			0:00:00	0:02:22	Internal		041762fb-e127-40b9-8cd9-e55545aaf795		Details
Conference Id: 0495b45a-2de2-4485-a53f-df182e901a7e									
23/2/2021 14:12:09			0:00:00	0:00:34	Out		0495b45a-2de2-4485-a53f-df182e901a7e		Details
Conference Id: 060e5cb1-88f7-4bf5-946b-3a42a1c133bb									
23/2/2021 15:27:05			0:00:08	0:01:44	In		060e5cb1-88f7-4bf5-946b-3a42a1c133bb		Details
23/2/2021 15:27:05			0:01:52	0:00:00	In		060e5cb1-88f7-4bf5-946b-3a42a1c133bb		Details
23/2/2021 15:26:54			0:00:07	0:00:00	In		060e5cb1-88f7-4bf5-946b-3a42a1c133bb		Details
23/2/2021 15:26:31			0:00:33	0:00:00	In		060e5cb1-88f7-4bf5-946b-3a42a1c133bb		Details
23/2/2021 15:26:09			0:00:22	0:00:00	In		060e5cb1-88f7-4bf5-946b-3a42a1c133bb		Details
23/2/2021 15:23:00			0:11:15	0:00:00	In		060e5cb1-88f7-4bf5-946b-3a42a1c133bb		Details
23/2/2021 15:22:37			0:00:22	0:00:00	In		060e5cb1-88f7-4bf5-946b-3a42a1c133bb		Details

>> CLICK HERE TO GO BACK <<

IVR-AA@Codesoft.Net

Sip address: [REDACTED]

Telephone: [REDACTED]

Overview

Caller: [REDACTED]

Status: Answered

Queue time: 0:00:08

Duration: 0:01:44



Answered calls

Answered calls

56

Avg. duration

Avg. duration

0:20:44

Available agents - Sales

Available agents

12

Missed calls

Missed calls

😊 0

Missed calls - Accounts

Missed calls

😞 5

Available agents - Accounts

Available agents

😞 12

Active calls - Sales Department

Active calls

0

Active calls - Accounts

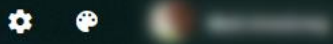
Active calls

3

Total Agents logged on

Agents logged on

😊 30



Recordings

Play	Start time ↓	User	Duration	Ringtime	Number	Participants
▶	5/27/2021 3:06 PM	[blurred]	00:12:24	00:00:08	[blurred]	2
▼	5/27/2021 3:00 PM	[blurred]	00:03:31	00:00:05	[blurred]	1

Overview Participants

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

▶	5/27/2021 2:54 PM	[blurred]	00:07:35	00:00:03	[blurred]	2
▶	5/27/2021 2:46 PM	[blurred]	00:02:48	00:00:09	[blurred]	2

Nothing to play

>> CLICK HERE TO GO BACK <<



Back

Play

Download

Delete

Overview

Start time: 12:30:44 PM
Connected time: 12:30:44 PM
End time: 12:35:46 PM
Duration: 00:04:59
Ringtime: 00:00:02

Participants

Name	Join ↑	Leave	Duration
[blurred]	12:30:47 PM	12:35:46 PM	0:04:59
[blurred]	12:30:47 PM	12:35:46 PM	0:04:59
[blurred]	12:30:47 PM	12:35:46 PM	0:04:59
[blurred]	12:30:47 PM	12:35:46 PM	0:04:59

Nothing to play

>> CLICK HERE TO GO BACK <<



Active calls

User	Status	Start time	End time	Participant	Participants
[blurred]	Recording	2:18:29 PM		[blurred]	2
[blurred]	Recording	2:19:39 PM		[blurred]	2
[blurred]	Recording	2:19:39 PM		[blurred]	2

>> CLICK HERE TO GO BACK <<



Active calls

Info ✕
Recording has been paused

User	Status	Start time	End time	Participant	Participants	
[Redacted]	Recording	2:19:39 PM		[Redacted]	2	
[Redacted]	Recording	2:19:39 PM		[Redacted]	2	

>> CLICK HERE TO GO BACK <<



Logs

Time ↓	Type	User	Address	Role	Text
5/27/2021 3:41:46 PM	Navigate	[REDACTED]	185.147.90.30	Administrator	View Logs page
5/27/2021 3:28:21 PM	Navigate	[REDACTED]	185.147.90.30	Administrator	View recording details page
5/27/2021 3:26:11 PM	Navigate	[REDACTED]	185.147.90.30	Administrator	View Recordings page
5/27/2021 2:26:43 PM	Navigate	[REDACTED]	185.147.90.30	Administrator	View Recordings page
5/27/2021 2:26:40 PM	Navigate	[REDACTED]	185.147.90.30	Administrator	View Recordings page
5/27/2021 2:25:28 PM	Navigate	[REDACTED]	185.147.90.30	Administrator	View Recorders page
5/27/2021 2:24:25 PM	Navigate	[REDACTED]	185.147.90.30	Administrator	View Logs page
5/27/2021 2:24:25 PM	Navigate	[REDACTED]	185.147.90.30	Administrator	View Logs page
5/27/2021 2:22:52 PM	Navigate	[REDACTED]	185.147.90.30	Administrator	View Active calls page
5/27/2021 2:22:41 PM	Navigate	[REDACTED]	185.147.90.30	Administrator	View Recordings page
5/27/2021 2:21:08 PM	Navigate	[REDACTED]	185.147.90.30	Administrator	View Recordings page
5/27/2021 2:15:58 PM	Navigate	[REDACTED]	185.147.90.30	Administrator	View Active calls page
5/27/2021 2:15:18 PM	Navigate	[REDACTED]	185.147.90.30	Administrator	View recording details page
5/27/2021 2:14:19 PM	Navigate	[REDACTED]	185.147.90.30	Administrator	View Recordings page
5/27/2021 2:14:19 PM	Login	[REDACTED]	185.147.90.30	Administrator	
5/27/2021 9:11:51 AM	Navigate	[REDACTED]	185.147.90.30	Administrator	View Recorders page
5/27/2021 9:08:42 AM	SilentIntrude	[REDACTED]	185.147.90.30	Administrator	Silent intrude on Jacob Elliott (jacob.elliott@CodeSoftware.net)
5/27/2021 9:08:26 AM	Navigate	[REDACTED]	185.147.90.30	Administrator	View Active calls page
5/27/2021 9:08:19 AM	Navigate	[REDACTED]	185.147.90.30	Administrator	View Recordings page
5/27/2021 9:07:30 AM	Navigate	[REDACTED]	185.147.90.30	Administrator	View recording details page
5/27/2021 9:07:00 AM	Play	[REDACTED]	185.147.90.30	Administrator	Play recording of Jacob Elliott (jacob.elliott@CodeSoftware.net)
5/27/2021 8:54:50 AM	Play	[REDACTED]	185.147.90.30	Administrator	Play recording of James O'Hare (james.ohare@CodeSoftware.net)
5/27/2021 8:54:15 AM	Navigate	[REDACTED]	185.147.90.30	Administrator	View Recordings page
5/27/2021 8:53:59 AM	Login	[REDACTED]	185.147.90.30	Administrator	

>> CLICK HERE TO GO BACK <<



Recorders

+ New

Azure host name	DNS CName	Recording announcement	Allow pause	Is online	Last activity	
[REDACTED]	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3/17/2021 12:13:19 PM	Update Delete
[REDACTED]	[REDACTED]	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5/27/2021 3:42:18 PM	Update Delete
[REDACTED]	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1/27/2020 8:38:40 AM	Update Delete
test	test	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Update Delete
test12	test12	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Update Delete

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- Overview
- User activity
- Department activity
- Device usage
- Teams adoptions
- Applications

OVERVIEW

User activity



Teams

Team ↑	Description	Visibility	Users	Guests	Messages	Channels	Files
Cirencester Office	Cirencester Office		7	0	97	1	4
Clobba	General forum for Clobba including Roadmap and Feature Suggestions	Public	11	0	5	3	4
Clobba Feature Suggestions	This is a place to enter all the good ideas for Clobba that pop into your head or to relay suggestions from your customers and partners.		9	0	15	1	1
Clobba Tasks	Clobba Tasks		3	0	24	3	10
Clobba Technical Docs	Check here for organization announcements and important info.	Public	37	0	2	2	110
Teams count 33			242	2	532	53	963

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User activity

Last 30 days | All departments | All cities | All countries



Users

User	Last Activity	Calls	Meetings	Teams messages	Chat messages
[User]	5/25/2021	2	84	2	214
[User]	5/25/2021	3	10	9	176
[User]	5/25/2021	0	52	4	165
[User]	5/25/2021	17	23	1	688
[User]	5/25/2021	77	53	0	427
Users count 24		297	725	27	5865

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Department activity

[Last 30 days](#) |
 [All departments](#) |
 [All cities](#) |
 [All countries](#)

Departments

Department ↑	Last Activity	Users	Calls	Meetings	Teams messages	Chat messages
	5/25/2021	2	20	36	1	792
Accounting	5/21/2021	1	0	1	0	21
QA	5/25/2021	1	6	3	0	142
R&D	5/25/2021	4	64	120	0	698
Sales	5/25/2021	9	45	302	26	1622
Support	5/25/2021	6	127	229	0	2041
Tech Support	5/25/2021	1	35	34	0	549

Departments count 7

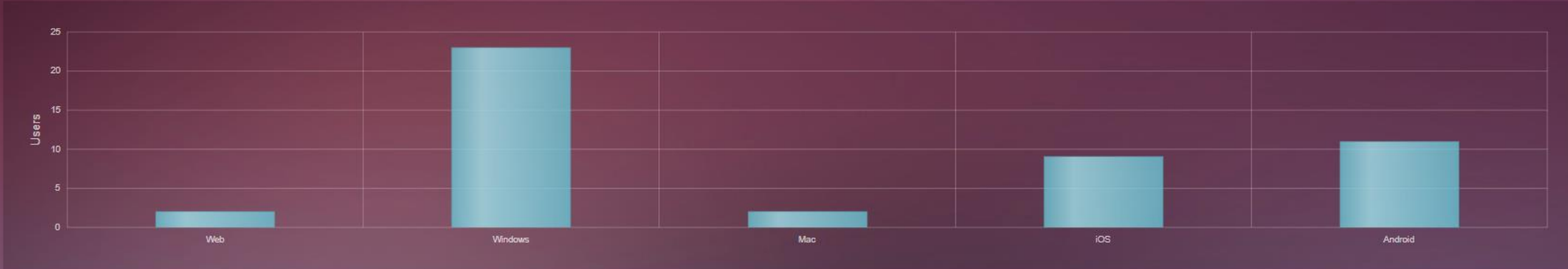
297 | 725 | 27 | 5865

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Device usage

Last 30 days | All departments | All cities | All countries



Users

User ↑	Last activity	Windows	Mac	iOS	Android	Web
[User Icon]	5/25/2021	✓	☐	☐	☐	✓
[User Icon]	5/25/2021	✓	☐	☐	✓	☐
[User Icon]	5/25/2021	✓	☐	☐	✓	☐
[User Icon]	5/25/2021	✓	☐	☐	✓	☐

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Teams adoption

Last 30 days

All departments

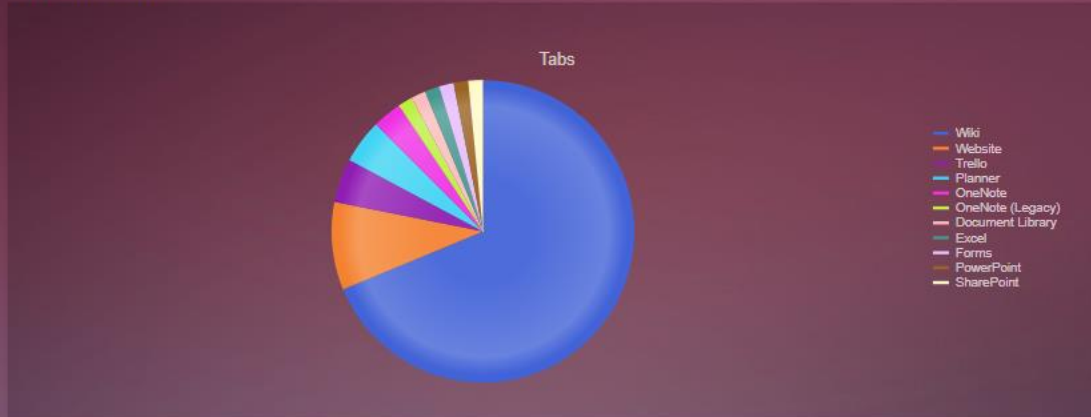
All cities

All countries

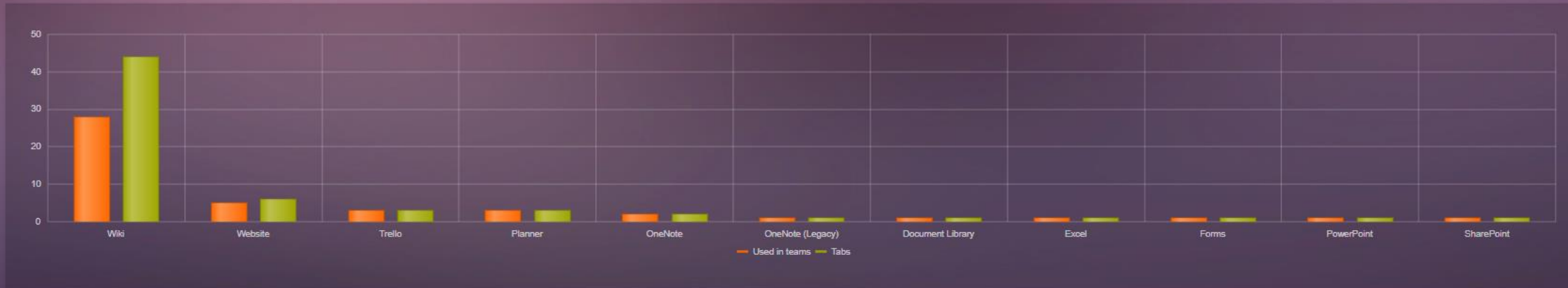


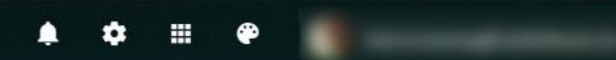
- Overview
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- Device usage
- Teams adoptions
- Applications**

Applications



Application	Used in teams	Tabs ↓
Wiki	28	44
Website	5	6
Trello	3	3
Planner	3	3
OneNote	2	2
OneNote (Legacy)	1	1
Document Library	1	1
Excel	1	1





Edit queue [Back](#)

[Save](#)

Name

Language

Call answering

Users [+ Add users](#)

User	
James Smith	X Delete

Distribution lists and groups [+ Add groups](#)

Group	
Global Sales	X Delete

Conference mode

Routing method

Presence-based routing

Call agents can opt out of taking calls

Call agent alert time (seconds)

Call overflow handling

Maximum calls in the queue

Overflow action

Overflow action

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

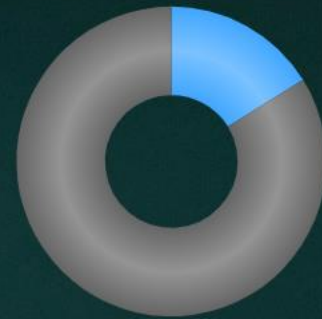


Statistics

Statistics

Numbers: 22943
 Top ranges: 158
 Allocated: 3785 (16 %)
 Unallocated: 19158 (83 %)

Allocation



Top ranges

From	To	Description	Size	Allocated	Allocated Percent	Location
		[Auto] Belfast	10	10	100 %	Belfast
		[Auto] Unknown 2	10	8	80 %	
		Beijing	100	79	79 %	Beijing
		Bedford	100	77	77 %	Bedford
		[Auto] Tennessee 19	80	60	75 %	Tennessee
		Dubai	101	64	63 %	Dubai
		[Auto] Tennessee 4	60	38	63 %	Tennessee
		[Auto] Athlone	10	6	60 %	Athlone
		[Auto] Australia 1	10	6	60 %	Australia
		[Auto] Hong Kong 2	20	12	60 %	Hong Kong
		Arkansas Office	101	53	52 %	Arkansas
		[Auto] Tennessee 6	10	5	50 %	Tennessee
		[Auto] Tennessee 14	10	5	50 %	Tennessee

Ranges

From	To	Description	Size	Allocated	Allocated Percent	Location	Provider	Provider Number
		Arizona	50	3	6 %	Arizona	Comcast	5
		Dublin Office	51	23	45 %	Dublin	VZ	2
		Arkansas Office	101	53	52 %	Arkansas	ATT	6
		London Office	201	36	18 %	London	Colt	3
		Dublin 3	901	42	5 %	Dublin	4	
		New York	901	117	13 %	New York	ATT	7
		Dallas	601	69	11 %	Texas		
		Beijing	100	79	79 %	Beijing	China Telecom	
		Bedford	100	77	77 %	Bedford		
		Dubai	101	64	63 %	Dubai		
		Abidjan	101	23	23 %	Abidjan		
		Hyderabad	901	28	3 %	Hyderabad		
		Malta	701	47	7 %	Malta		
		New Delhi	151	11	7 %	New Delhi		
		Austria	251	27	11 %	Austria		
		Belfast	100	17	17 %	Belfast		
		London	91	18	20 %	London		
		[Auto] Dublin	10	2	20 %	Dublin		
		[Auto] Dublin 1	40	3	8 %	Dublin		
		[Auto] Dublin 2	100	4	4 %	Dublin		
		[Auto] Dublin 3	20	4	20 %	Dublin		
		[Auto] Dublin 4	10	2	20 %	Dublin		
		[Auto] Unknown	20	3	15 %			
		[Auto] Unknown 1	40	3	8 %			
		[Auto] Unknown 2	10	8	80 %			
		[Auto] Athlone	10	6	60 %	Athlone		
		[Auto] London	10	2	20 %	London		
		[Auto] Dungannon	10	3	30 %	Dungannon		
		[Auto] Belfast	10	10	100 %	Belfast		
		[Auto] Belfast 1	10	2	20 %	Belfast		
		[Auto] Unknown 3	30	3	10 %			



Numbers

Search

Numbers

DID	Extension	Allocated	Reserved Until	Employee	Sip address	Active employee	Location
+35312066700	+35312066700	<input checked="" type="checkbox"/>		Simon Barron	2391	1	Dublin
+35312066701	+35312066701	<input checked="" type="checkbox"/>		Simon Barker	2392	1	Dublin
+35312066702	+35312066702	<input checked="" type="checkbox"/>		Simon Bezuidenhout	2393	1	Dublin
+35312066703	+35312066703	<input checked="" type="checkbox"/>		Simon Caley	2394	1	Dublin
+35312066704	+35312066704	<input checked="" type="checkbox"/>		Simon Letby	2395	1	Dublin
+35312066705		<input type="checkbox"/>	31/03/2021			0	Dublin
+35312066706	+35312066706	<input type="checkbox"/>					Dublin
+35312066707		<input type="checkbox"/>					Dublin
+35312066708		<input type="checkbox"/>					Dublin
+35312066709	+35312066709	<input type="checkbox"/>					Dublin
+35312066710	+35312066710	<input type="checkbox"/>					Dublin
+35312066711	+35312066711	<input type="checkbox"/>					Dublin
+35312066712	+35312066712	<input type="checkbox"/>					Dublin
+35312066713	+35312066713	<input type="checkbox"/>					Dublin
+35312066714		<input type="checkbox"/>					Dublin
+35312066715	+35312066715	<input type="checkbox"/>					Dublin
+35312066716	+35312066716	<input checked="" type="checkbox"/>		Soni Kumari	2403	1	Dublin
+35312066717	+35312066717	<input checked="" type="checkbox"/>		Sonia Sharma	2404	1	Dublin
+35312066718		<input type="checkbox"/>				0	Dublin
+35312066719	+35312066719	<input checked="" type="checkbox"/>		Sonja Edwards	2405	1	Dublin
+35312066720	+35312066720	<input checked="" type="checkbox"/>		Sophie Bechelet	2406	1	Dublin
+35312066721	+35312066721	<input checked="" type="checkbox"/>		Sophie Horrocks	2407	1	Dublin
+35312066722	+35312066722	<input checked="" type="checkbox"/>		Sophie O'Connor	2408	1	Dublin
+35312066723	+35312066723	<input checked="" type="checkbox"/>		Sorcha Didier	2409	1	Dublin
+35312066724	+35312066724	<input checked="" type="checkbox"/>		Spencer Collins	2410	1	Dublin
+35312066725	+35312066725	<input checked="" type="checkbox"/>		Spiri Ceko	2411	1	Dublin
+35312066726	+35312066726	<input checked="" type="checkbox"/>		Stacey Hooper	2412	1	Dublin
+35312066727		<input type="checkbox"/>				0	Dublin

Edit Number ✕

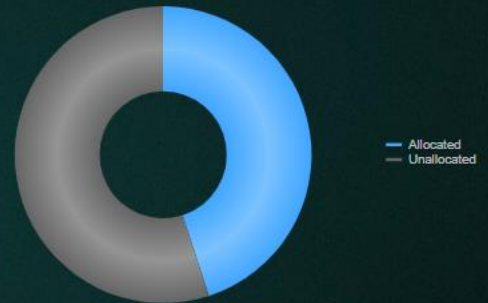
Reserved Until

Extension

Employee

Notes

[Modify](#)





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



New

Back

Save

Shared

Description _____

From _____

To _____

Size 0.00

Service Provider _____

Service Provider # _____

Hold number for 30

Location None

Organization unit None

Create Extension Ranges

From Extension _____

To Extension _____



Search

Rogue DIDs



DID	Extension	Employee	Phone name	Location
		Lgw Engineering 3	Shanghai, China	Shanghai
		Mark Chandler	Guinea-Bissau	Guinea-Bissau
		Amrita Khosla		
		Lauren Hearn	MA, USA	Massachusetts
		Andy Holmes		
		Aftab Khan		
		Lauren Ryan	MA, USA	Massachusetts
		Michelle Weight	Dubai, UAE	Dubai
		Michelle Volkert	Dubai, UAE	Dubai
		Amit1 Mishra		
		Craig Williams	Barbados	Barbados
		Amrinder Labana		
		Dale Tracey	FL, USA	Florida
		Curtis Taylor	Barbados	Barbados
		Consultation.Room2.Bse	Barbados	Barbados
		Conference.Room.2.Phone	Barbados	Barbados
		Corporate.Security.Uk	Barbados	Barbados
		Leanne Owen	NV, USA	Nevada
		Daniel Hills	CA, USA	California
		Leanne Powell	NV, USA	Nevada
		Ruchi Sharma	Switzerland	Switzerland
		jean boyd	Crawley, United Kingdom	Crawley
		jean mccarthy	Crawley, United Kingdom	Crawley
		david griffin		
		david hannigan		
		david mcnamara		
		dkelly		
		linda forsyth		

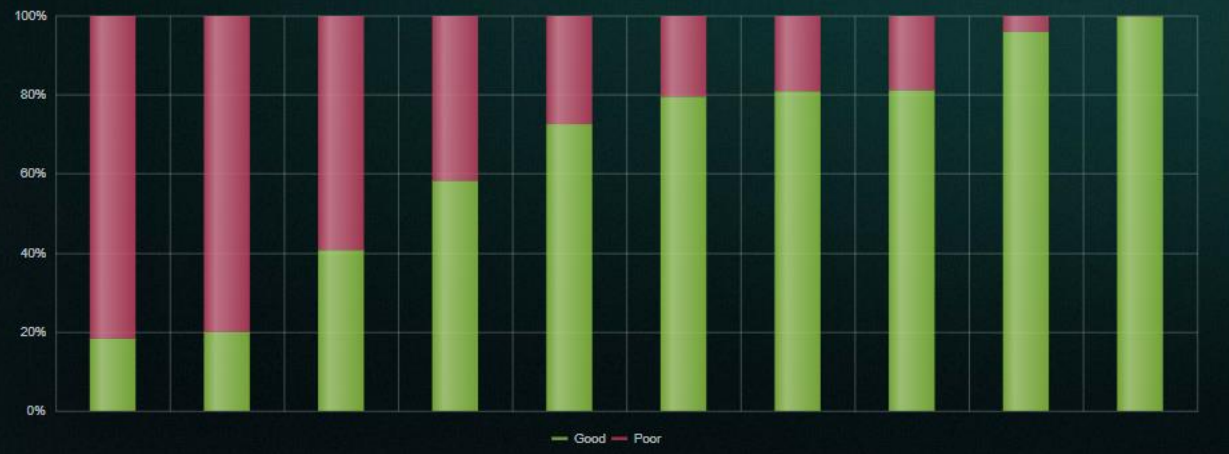
Device types



Quality trend



Low quality devices



Device firmware



Devices

Employee	Vendor	Model	Firmware	Device ID	Client version	Endpoint	User	First seen	Last seen
	Jabra	Jabra Engage 75 Stereo	4.2.0	033DADF0A0	1.7.8306.0			01/07/2019 12:27:55	20/08/2021 08:31:38
	Jabra	Jabra LINK 370	1.21.0	745C48FA85A6	1.3.4510.0			03/07/2019 11:45:57	08/08/2021 18:38:39
	Jabra	Jabra Evolve 75	2.4.0	70BF9203D553	1.3.4510.0			03/07/2019 11:46:00	05/08/2021 11:46:09
	Jabra	Jabra Engage 50 Stereo	2.4.0	000083D0E027	1.7.8306.0			30/09/2019 08:48:50	23/07/2021 16:25:44
	Jabra	Jabra LINK 370	1.21.0	70BF9216CBA9	1.3.4510.0			19/12/2019 12:31:19	10/07/2021 11:14:47
	EPOS	DECT for Lync	169	5044860950757672	4.0.2.11			03/06/2020 12:18:12	19/06/2021 11:19:30
	EPOS	DECT Headset	169	5043290950776054	4.0.2.11			03/06/2020 12:18:12	19/06/2021 11:19:30
	Jabra	Jabra SPEAK 710 UC	1.28.0	70BF92068DC6	1.3.4510.0			15/01/2020 04:58:09	26/03/2021 19:31:09
	EPOS	BTD 800 USB for Lync	2.11.5	A000870184401375	4.0.2.11			10/06/2020 10:38:23	05/03/2021 15:45:41
	EPOS	SDW 60 HS	1.5.56	A002250184400233	4.0.2.11			10/06/2020 10:38:23	05/03/2021 15:45:41
	EPOS	SDW 5 BS EU	1.5.56	A001580184400358	4.0.2.11			10/06/2020 10:38:23	05/03/2021 15:45:41
	EPOS	MB 660 MS	2.4.0	A001950201201694	4.2.2.1053			09/09/2020 14:47:51	25/02/2021 13:50:53
	EPOS	ADAPT 660	1.4.19	A003100201711785	4.1.1.909			07/09/2020 14:01:14	25/02/2021 10:25:06
	EPOS	BTD 800 USB for Lync	2.13.5	A000871201601954	4.1.1.909			13/11/2020 08:32:26	05/02/2021 12:30:40
	EPOS	BTD 800 USB for Lync	2.12.1	A000871201101953	4.1.1.909			09/09/2020 07:55:46	27/01/2021 14:51:09
	Jabra	Jabra LINK 370	1.82.0	745C48E617DE	1.8.16270.0			26/01/2021 17:59:51	27/01/2021 09:56:32
	Jabra	Jabra Evolve 65 Stereo	2.91.2	745C48E67F3B	1.8.16270.0			26/01/2021 17:59:53	27/01/2021 09:56:32
	Jabra	Jabra Evolve 65t	2.25.0	745C4872AE42	1.5.5424.0			03/07/2019 13:38:06	07/12/2020 14:43:49
	Jabra	Jabra LINK 370	1.21.0	745C48EC5AF6	1.5.5424.0			01/07/2019 12:26:43	07/12/2020 14:43:35
	EPOS	DECT Headset	169	1-92-25-43-25	4.0.2.11			03/06/2020 12:18:12	04/12/2020 13:01:51
	EPOS	BTD 800 USB for Lync	2.13.7	A000870194101241	4.1.1.909			08/09/2020 07:55:56	11/11/2020 13:21:38
	EPOS	SP 30 (Sennheiser SP 30)	2.1.52	A002340185100912	4.1.1.909			26/10/2020 13:27:59	26/10/2020 14:01:52
	EPOS	SP 30 (Sennheiser SP 30)	4.5.36	A002340185101325	4.1.1.909			26/10/2020 12:00:03	26/10/2020 12:35:45
	Jabra	Jabra Engage 50	1.25.0	000180141F98	1.3.4510.0			29/07/2020 17:39:55	23/09/2020 19:25:43
	EPOS	BTD 800 USB for Lync	2.11.5	A000870200902079	4.0.2.11			03/06/2020 14:51:00	26/08/2020 14:38:54
	EPOS	SDW 60 HS	1.5.56	A002250200901532	4.0.2.11			03/06/2020 14:51:00	26/08/2020 14:38:54
	EPOS	SDW 3 BS EU	1.5.56	A001640192600416	4.0.2.11			03/06/2020 14:51:00	26/08/2020 14:38:54
	EPOS	SCx5 USB MS	15.05.89.89	5698120376005295	4.0.2.11			03/06/2020 14:29:46	26/08/2020 13:43:17
	EPOS	SP 30 (Sennheiser SP 30)	2.1.52	A002340193301102	4.0.2.11			03/06/2020 12:28:34	20/08/2020 19:11:56
	Jabra	EVOLVE 20 MS	3.8.0	000009940F42	1.7.8306.0			22/07/2020 12:19:15	29/07/2020 08:30:47
	EPOS	SC630 for Lync	15.05.89.89	5698500357000487	4.0.2.11			04/06/2020 09:28:43	23/06/2020 15:33:19

>> CLICK HERE TO GO BACK <<



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



Firmware

Vendor	Version	Description	Release date	Adoption	
Plantronics	1723.510	Firmware for Plantronics BT600 models		0%	Edit
Plantronics	923	Firmware for Plantronics EagleEye Mini Camera models		0%	Edit
Plantronics	920	Firmware for Plantronics EagleEye Mini Camera models		0%	Edit
Plantronics	3835.3840.3039	Firmware for Plantronics Savi 8200 Series models		0%	Edit
Plantronics	3835.3840.3039	Firmware for Plantronics W8220T models		0%	Edit
Jabra	2.4.5	Firmware for Jabra Evolve2 65 models		0%	Edit
Plantronics	3846.3846.3039	Firmware for Plantronics W8220T models		0%	Edit
Plantronics	3858.3832.3038	Firmware for Plantronics Savi 8200 Series models		0%	Edit
Plantronics	3858.3832.3038	Firmware for Plantronics W8210T models		0%	Edit
Plantronics	3846.3846.3039	Firmware for Plantronics Savi 8200 Series models		0%	Edit
Jabra	1.12.0	Firmware for Jabra BIZ 2400 II models		0%	Edit
Jabra	2.32.0	Firmware for Jabra SPEAK 510 USB models		0%	Edit
Plantronics	2006	Firmware for Plantronics BT600 models		0%	Edit
Plantronics	1.1134.35.1063	Firmware for Plantronics Blackwire 8225 Series models		0%	Edit
Jabra	3.10.3	Firmware for Jabra EVOLVE LINK models		0%	Edit
Jabra	4.1.0	Firmware for Jabra EVOLVE LINK models		0%	Edit
Jabra	2.24.0	Firmware for Jabra Speak 750 models		0%	Edit
Plantronics	3840.3840.3039	Firmware for Plantronics W8220T models		0%	Edit
Jabra	1.3.8	Firmware for Jabra Evolve2 85 models		0%	Edit
Jabra	1.6.0	Firmware for Jabra Evolve2 85 Deskstand models		0%	Edit
Jabra	1.6.6	Firmware for Jabra Link 380 models		0%	Edit
Plantronics	128	Firmware for Plantronics Blackwire C510-M models		0%	Edit
Jabra	1.9.1	Firmware for Jabra Link 380 models		0%	Edit
Plantronics	213	Firmware for Plantronics Blackwire 5220 Series models		0%	Edit
Jabra	1.12.0	Firmware for Jabra SPEAK 410 models		0%	Edit
Jabra	1.14.0	Firmware for Jabra BIZ 2400 II Duo models		0%	Edit
Jabra	1.14.0	Firmware for Jabra BIZ 2400 II Mono models		0%	Edit
Jabra	1.3.8	Firmware for Jabra Evolve2 85 models		0%	Edit
Plantronics	138.00.0.00.0	Firmware for Plantronics Savi W4xx-M models		0%	Edit
Plantronics	861.6108.a601	Firmware for Plantronics BT300-M models		0%	Edit
Plantronics	3835.3846.3038	Firmware for Plantronics Savi 8200 Series models		0%	Edit

>> CLICK HERE TO GO BACK <<



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



Devices Overview

Date range: -10d to d Global filters

WiFi	Active users	Communications	WiFi communications	WiFi users	WiFi only users	None WiFi users
Peer-to-peer	16	105	68.57%	81.25%	43.75%	18.75%
Conferences	12	28	53.57%	58.33%	41.67%	41.67%

Devices	Active users	Communications	N.A.D. communications	N.A.D. users	N.A.D. only users	A.D. only users
Peer-to-peer	16	107	99.07%	93.75%	93.75%	6.25%
Conferences	10	29	62.07%	60.00%	50.00%	40.00%

>> CLICK HERE TO GO BACK <<

Inbound call handling



Avg. duration

Avg. duration
0:21:18

Calls distribution by location



Outbound summary

Employee	Organization unit	Total	Answered	Unanswered	Duration ↓	Avg. duration
Emilian Hayes	IT	3787	3715	72	2028:30:36	0:32:45
Undefined	Undefined	387	341	46	33:06:57	0:05:49
pgwong@codesoftware.net	Undefined	2	2	0	7:39:30	3:49:45
Imelda Burnett	Code Support	2	2	0	7:35:32	3:47:46
Raquel Neal	Design	4	4	0	5:48:40	1:27:10
Giovanni Roman	Robotics	3	3	0	5:23:32	1:47:50

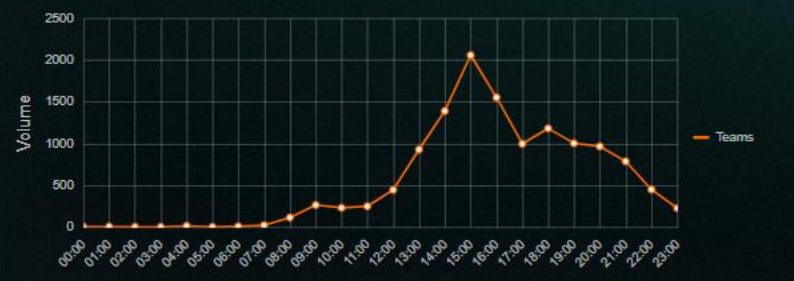
Page 1 of 21 | 1 - 50 of 1023 items

Inbound summary

Employee	Total ↓	Missed	Avg. ringtime	Peak ringtime	Avg. duration	Peak duration
Emilian Hayes	40011	0	0:00:00	0:00:00	0:27:07	24:01:39
Undefined	5203	48	0:00:00	0:06:24	0:03:19	6:08:19
mivalver@codesoftware.net	287	0	0:00:00	0:00:00	0:00:06	0:30:17
Monica Ramsey	163	0	0:00:00	0:00:07	0:01:04	0:22:00
Booker Ochoa	151	0	0:00:00	0:00:06	0:00:25	0:25:10
rrush@codesoftware.net	145	0	0:00:00	0:00:06	0:00:27	0:40:22

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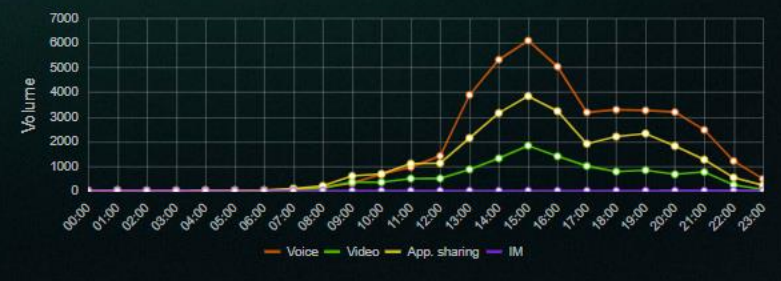
Gateways / SBC's summary



Subnet quality



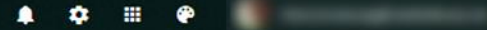
Call type summary



>> CLICK HERE TO GO BACK <<



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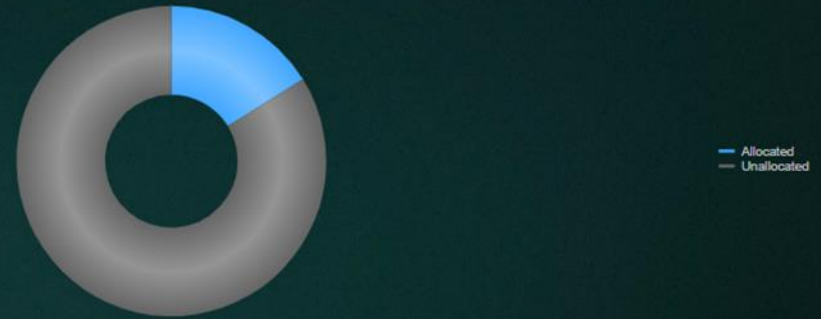


Statistics

Statistics

Numbers: 22943
 Top ranges: 158
 Allocated: 3785 (16 %)
 Unallocated: 19158 (83 %)

Allocation



Top ranges

From	To	Description	Size	Allocated	Allocated Percent	Location
		[Auto] Belfast	10	10	100 %	Belfast
		[Auto] Unknown 2	10	8	80 %	
		Beijing	100	79	79 %	Beijing
		Bedford	100	77	77 %	Bedford
		[Auto] Tennessee 19	80	60	75 %	Tennessee
		Dubai	101	64	63 %	Dubai
		[Auto] Tennessee 4	60	38	63 %	Tennessee
		[Auto] Athlone	10	6	60 %	Athlone
		[Auto] Australia 1	10	6	60 %	Australia
		[Auto] Hong Kong 2	20	12	60 %	Hong Kong
		Arkansas Office	101	53	52 %	Arkansas
		[Auto] Tennessee 6	10	5	50 %	Tennessee
		[Auto] Tennessee 14	10	5	50 %	Tennessee

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Ranges

From	To	Description	Size	Allocated	Allocated Percent	Location	Provider	Provider Number
		Arizona	50	3	6 %	Arizona	Comcast	5
		Dublin Office	51	23	45 %	Dublin	VZ	2
		Arkansas Office	101	53	52 %	Arkansas	ATT	6
		London Office	201	36	18 %	London	Colt	3
		Dublin 3	901	42	5 %	Dublin	4	
		New York	901	117	13 %	New York	ATT	7
		Dallas	601	69	11 %	Texas		
		Beijing	100	79	79 %	Beijing	China Telecom	
		Bedford	100	77	77 %	Bedford		
		Dubai	101	64	63 %	Dubai		
		Abidjan	101	23	23 %	Abidjan		
		Hyderabad	901	28	3 %	Hyderabad		
		Malta	701	47	7 %	Malta		
		New Delhi	151	11	7 %	New Delhi		
		Austria	251	27	11 %	Austria		
		Belfast	100	17	17 %	Belfast		
		London	91	18	20 %	London		
		[Auto] Dublin	10	2	20 %	Dublin		
		[Auto] Dublin 1	40	3	8 %	Dublin		
		[Auto] Dublin 2	100	4	4 %	Dublin		
		[Auto] Dublin 3	20	4	20 %	Dublin		
		[Auto] Dublin 4	10	2	20 %	Dublin		
		[Auto] Unknown	20	3	15 %			
		[Auto] Unknown 1	40	3	8 %			
		[Auto] Unknown 2	10	8	80 %			
		[Auto] Athlone	10	6	60 %	Athlone		
		[Auto] London	10	2	20 %	London		
		[Auto] Dunganon	10	3	30 %	Dunganon		
		[Auto] Belfast	10	10	100 %	Belfast		
		[Auto] Belfast 1	10	2	20 %	Belfast		
		[Auto] Unknown 3	30	3	10 %			

>> CLICK HERE TO GO BACK <<

New Back Save

Shared

Description _____

From _____

To _____

Size 0.00

Service Provider _____

Service Provider # _____

Hold number for 30

Location None

Organization unit None

Create Extension Ranges

From Extension _____

To Extension _____



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



Search

Rogue DIDs



DID	Extension	Employee	Phone name	Location
		Lgw Engineering 3	Shanghai, China	Shanghai
		Mark Chandler	Guinea-Bissau	Guinea-Bissau
		Amrita Khosla		
		Lauren Hearn	MA, USA	Massachusetts
		Andy Holmes		
		Aftab Khan		
		Lauren Ryan	MA, USA	Massachusetts
		Michelle Weight	Dubai, UAE	Dubai
		Michelle Volkert	Dubai, UAE	Dubai
		Amit1 Mishra		
		Craig Williams	Barbados	Barbados
		Amrinder Labana		
		Dale Tracey	FL, USA	Florida
		Curtis Taylor	Barbados	Barbados
		Consultation.Room2.Bse	Barbados	Barbados
		Conference.Room.2.Phone	Barbados	Barbados
		Corporate.Security.Uk	Barbados	Barbados
		Leanne Owen	NV, USA	Nevada
		Daniel Hills	CA, USA	California
		Leanne Powell	NV, USA	Nevada
		Ruchi Sharma	Switzerland	Switzerland
		jean boyd	Crawley, United Kingdom	Crawley
		jean mccarthy	Crawley, United Kingdom	Crawley
		david griffin		
		david hannigan		
		david mcnamara		
		dkelly		
		linda forsyth		

>> CLICK HERE TO GO BACK <<