



NMS

Number Management System



Tracking and managing Direct-in-Dial (DID's or DDI's depending on where you're from) and extensions can be a costly and time-consuming task for companies of any size. Not anymore with Code's **NMS**, the single pane of glass view and automation of manual tasks results in reduced costs and risks and improved business processes. No more trying to manage with multiple spreadsheets.



OVERVIEW

NMS can be delivered either from our cloud or on customer servers. It can be delivered either as a standalone solution or part of Codes UC Analytics suite of reporting and monitoring solutions. As it is PBX / UC platform independent it is relevant to any company that has DID's.

As part of the installation process typically the existing DID ranges are imported in CSV format. Once the initial data population is completed the on-going management and data import is fully automated as a scheduled task.

AUTOMATED DID RANGE POULATION

NMS automatically updates the details for each of the DID ranges. Typically, this is taken from AD or any other database through ODBC connection, or csv files. This means any adds / moves / changes that are made in Active Directory will automatically update NMS.

Link fields	
Import field	Source field
Extension number	
Extension type	
Employee ID	
Employee First Name	
Employee Last Name	
Location	
DID	

DID CONFIGURATION

It is possible to stipulate how long a DID is held for after it has been 'unallocated'. This feature is used to ensure that a DID is not immediately re-allocated after an employee has left which may result in a call to a new starter. This is a system wide parameter but it is possible to state differing hold times for individual ranges.

DID Configuration

Hold number for days

DID STATISTICS

The DID statistics screen gives summary information of the DID ranges, totals DID Ranges, Allocated DID Numbers and Unallocated DID Numbers. The total allocated vs. unallocated DID's can be seen in the pie chart. The table displays range information; From, To, Description, Size, Allocated, % (Total allocated) and Location. Sorting can be applied to any of these fields for example to see the top % allocated ranges first.



DID RANGES

The tasks associated with DID's ranges are conducted from here. As with the DID statistics screen it is possible to select any column and sort either alphabetically or ascending / descending depending on the field.

Search

Number

Description

Provider

Provider #

Location

<input type="checkbox"/>	From	To	Description ↑	Size	Allocated	%	Location	Provider	Provider #
<input type="checkbox"/>			Amsterdam	400	45	11 %	Amsterdam	null	
<input type="checkbox"/>			Bratislava	100	31	31 %	Bratislava		
<input type="checkbox"/>			Brazil	800	0	0 %		Claro	null
<input type="checkbox"/>			Brussels	50	41	82 %	Brussels	null	
<input type="checkbox"/>			Budapest	20	17	85 %	Budapest	null	
<input type="checkbox"/>			Buenos Aires	49	44	90 %	Buenos Aires	null	
<input type="checkbox"/>			Cambridge	756	474	63 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	300	142	47 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	200	92	45 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	100	4	4 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	500	1	0 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	242	121	50 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	100	40	40 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	800	641	80 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	943	505	54 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	100	52	52 %	Cambridge	null	
<input type="checkbox"/>			Cambridge	899	517	58 %	Cambridge	null	

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SEARCH

There are 5 fields available to search on; Number, Description, Provider, Provider # and Location.

NEW

From here the parameters for a new DID range can be specified. There is an option available to auto-generate Extensions from the new DID's.

New DID range

Description

From number

To number

Service provider

Service provider #

Hold days

Location

Create extension range

From extension

To extension

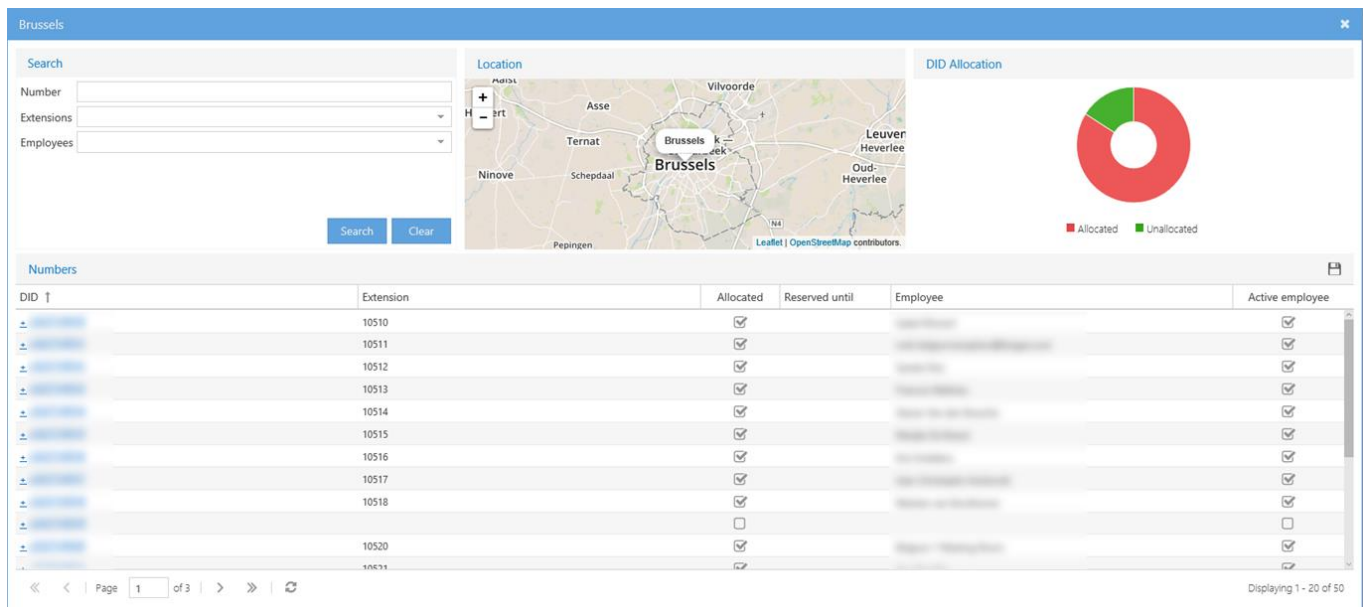
IMPORT / EXPORT

A list of the DID ranges with details of; Description, From Number, To Number, Size, Service Provider, Service Provider #, Hold Days and Location can be imported from CSV file.

In a similar manner, it is possible to export all the DID ranges with the above fields into a CSV file.

RANGE DETAILS

From the DID Ranges screen a specific range can be selected to view further details. Searching is available on Number, Extension and Employee. The physical location of the DID range is displayed in the map and the pie chart gives a 'snapshot' view of the total DID allocation for the range.

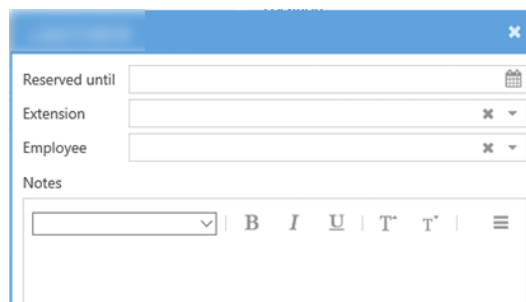


The screenshot displays the 'Brussels' interface. On the left, there is a search section with fields for 'Number', 'Extensions', and 'Employees'. In the center, a map shows the location of Brussels. On the right, a 'DID Allocation' pie chart shows a large red segment for 'Allocated' and a smaller green segment for 'Unallocated'. Below these is a table titled 'Numbers' with columns: DID, Extension, Allocated, Reserved until, Employee, and Active employee. The table lists several DID ranges from 10510 to 10520, with checkboxes for 'Allocated' and 'Active employee'.

DID	Extension	Allocated	Reserved until	Employee	Active employee
10510		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
10511		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
10512		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
10513		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
10514		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
10515		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
10516		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
10517		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
10518		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
10520		<input type="checkbox"/>			<input type="checkbox"/>

DID ALLOCATION / EDITING

On selecting an individual DID it is possible to allocate or edit the DID to a specific extension and employee. The DID can also be reserved until a specified date, typical use of this is when a new starter or contractor will be requiring the DID on a known future date. If not allocated by that date the DID returns to the 'pot' for general availability.



The screenshot shows a form for editing a DID. It has three input fields: 'Reserved until' with a calendar icon, 'Extension' with a dropdown arrow, and 'Employee' with a dropdown arrow. Below these is a 'Notes' section with a rich text editor toolbar containing icons for bold, italic, underline, text color, and background color.

EXPORTING

The entire DID range can be exported in CSV format showing; ID, DID, Extension, Employee, Allocated (True / False), Active Employee (True / False) and Reserve Until date.

ALARMS

Any number of alarms can be set, sending an email notification when a DID range has reached capacity. These are user defined thresholds giving the flexibility to meet specific requirements.

The screenshot displays the UCAS interface for managing DID ranges and alarms. On the left, there is a search bar and a table of existing DID ranges. The table has columns for Name, Enabled, Type, Modified by user, and Last updated. One entry is visible: 'DID Range over 90 % Capacity' with 'DID range' as the type, modified by 'markarmstrong' on '08/10/2017'. On the right, the 'Thresholds' configuration panel is shown. It includes a 'Name' field with 'DID Range over 75% Capacity', an 'Enabled' checkbox checked, and a 'Rule type' dropdown set to 'DID range'. Below this, the 'Active' section shows a calendar view with days from Sunday to Saturday, and 'From time' and 'To time' dropdowns set to '12:00:00 am' and '11:59:59 pm' respectively. The 'Alarms' section has an 'E-mails' field. A 'Save' button is located at the bottom right of the configuration panel.

POWERSHELL

The use of PowerShell scripts further assists in task automation and configuration of the DID ranges. Currently available:

Command	Function
New-UCASession	Connects to a UCA Server
New-UCADIDRange	Creates a new DID range
Set-UCADIDRange	Updates an existing DID range
Remove-UCADIDRange	Removes an existing DID range
Remove-UCADIDRange	Generates a list of DID ranges
Get-UCAFreeDID	Requests a free DID

ABOUT US

Code is a technology company specializing in analytics and reporting and recording for Unified Communications. We have previous experience in delivering some of the largest call management projects to have been implemented and have applied this knowledge to Code resulting in a refreshingly innovative company with a wealth of experience.

As a company our purpose is to assist organisations who use Skype4Business, Skype Online (O365) in maximizing their investment in Unified Communications. We also strive with our partners to become a trusted and valued part of their eco-system.

We have installations in 5 continents ranging from SME's to multi-national global enterprises.

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