



UC Analytics

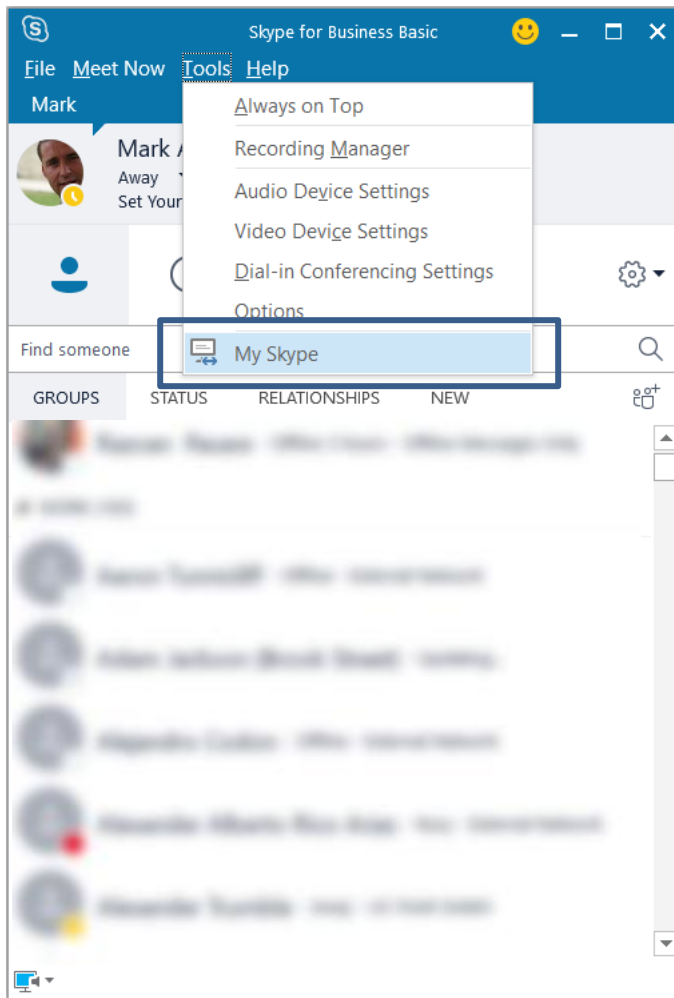
My Skype



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My Skype delivers SfB users visibility of their own call quality, user adoption and productivity through dashboards, user maps and reports. It is simply accessed via the Skype for Business client. Each organization can define their unique parameters for My Skype users including available dashboards, reports and User Map.

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Users access My Skype via the tools menu in the Skype for Business client. Once selected UC Analytics will open with restricted access allowing users to view only their own information.

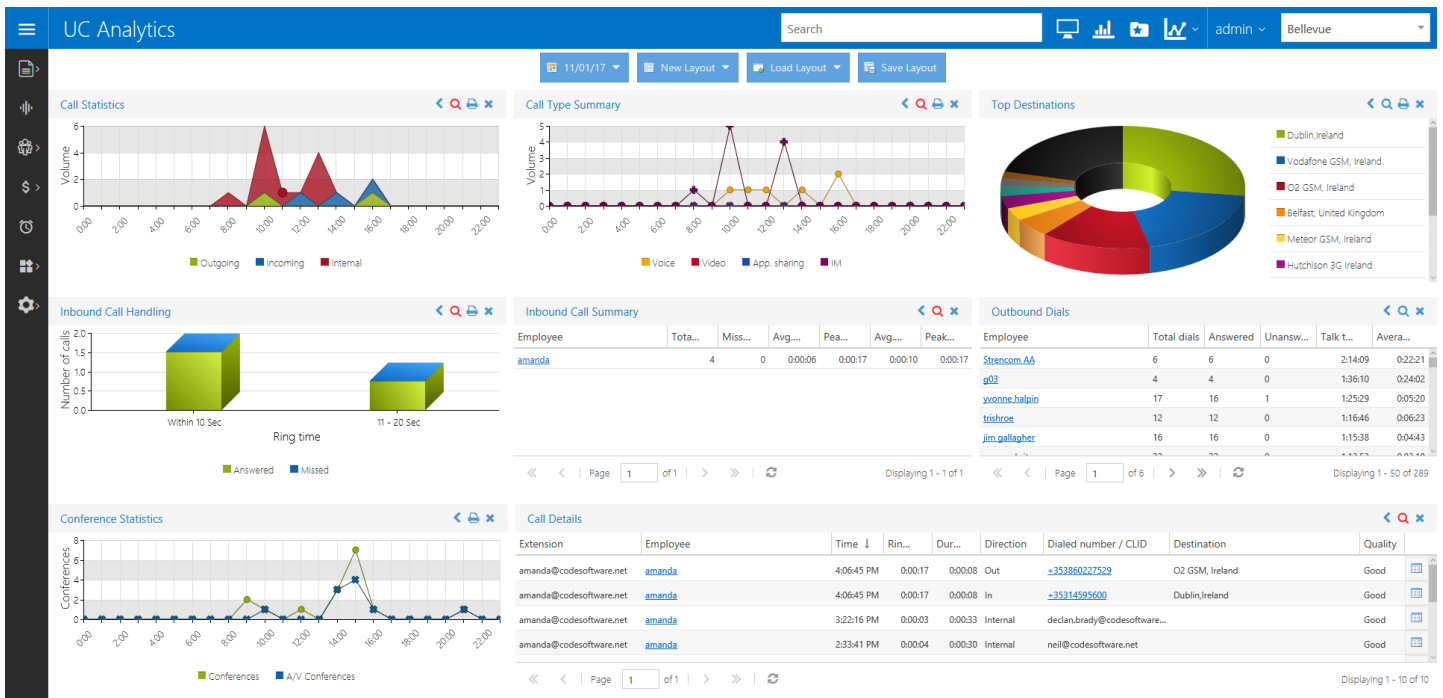
AD (Active Directory) Authentication means that the user profile is automatically allocated by-passing the need for any manual login.

System administrators can define multiple user policies dependent on any specific requirements. This flexibility allows various users different visibility such as only specific dashboards, reports and the User Map.

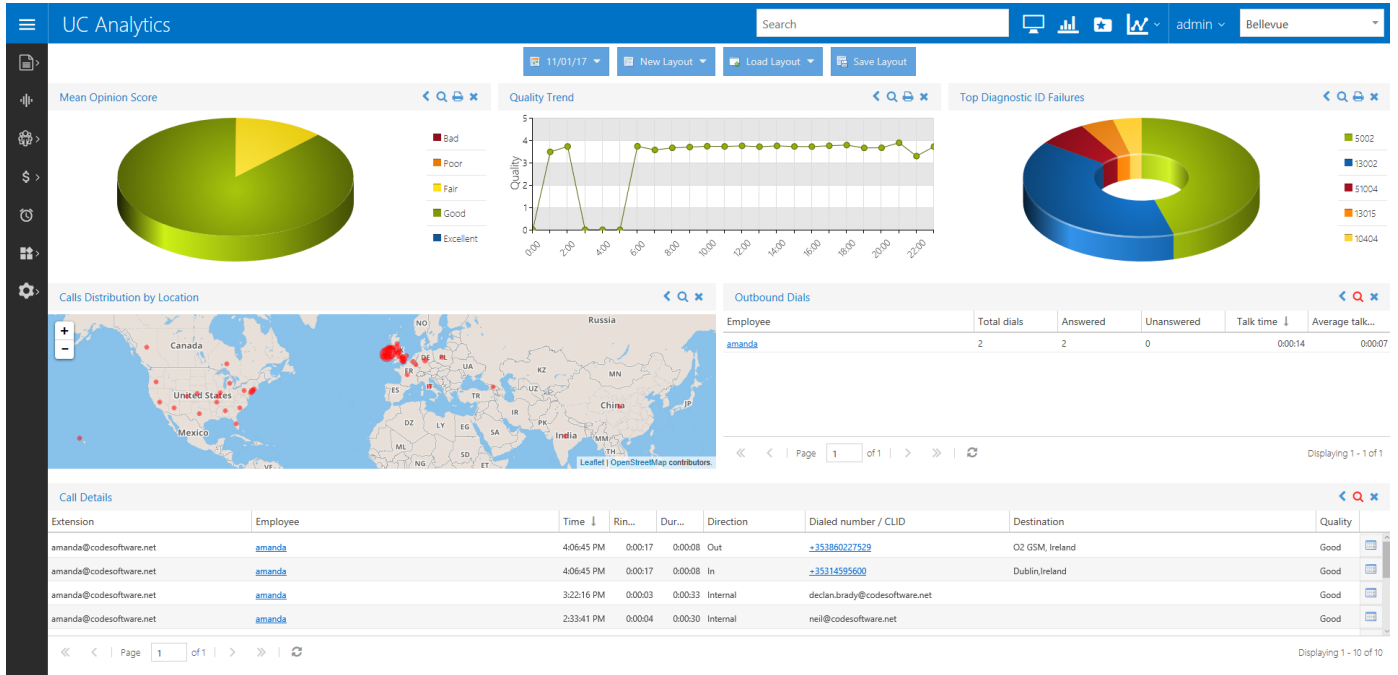
DASHBOARD

The dashboard gives a snapshot view of usage on a single day. Typically, this will be the current day however users can select any day from the calendar.

Below can be seen an example of a performance and productivity based dashboard layout which includes **Call Statistics** (Inbound, Outbound and Internal call volumes), **Call Type Summary** (Volumes of Voice, Video, App Sharing and IM's), **Top Destinations** (Volume of calls to destinations), **Inbound Call Handling** (Ring time and Number Answered / Missed), **Inbound Call Summary** (Total, Missed, Average Ring time, Peak Ring time, Average Talk Duration and Peak Talk Duration), **Outbound Dials** (Total Dials, Answered, Unanswered, Total Talk Time and Average Tak Time), **Conference Statistics** (Volume of Voice and Video Conferences), **Call Details** (Time of call, Ring time, Duration, Call Direction (Inbound / Outbound), Dialed number / CLID, Destination and Call Quality). Note that it is possible to access the **Call Detail Monitor** directly from the **Call Details** dashboard, shown later in this document.

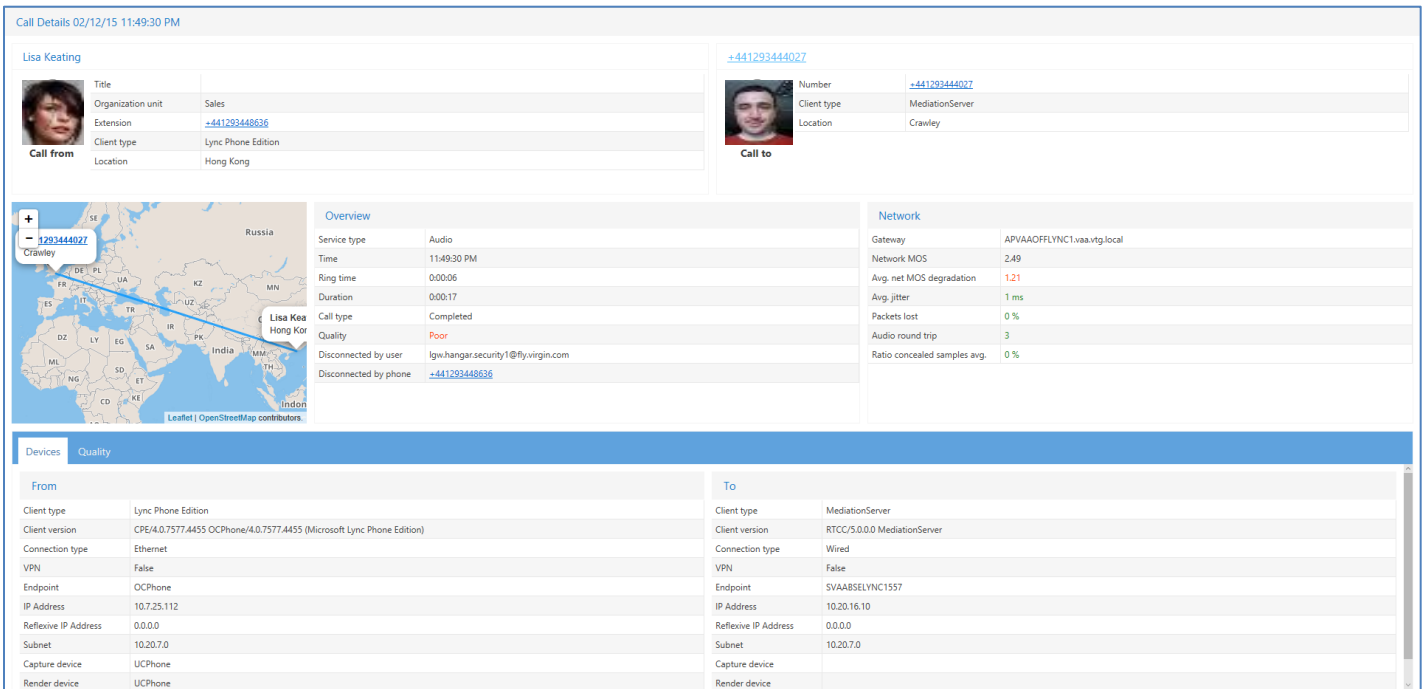


A more call quality based example dashboard layout can be seen below which includes **Mean Opinion Score, Quality Trend** (Average MOS score in hourly intervals) **Top Diagnostic ID Failures, Call Distribution by Location** (Heat map), **Outbound Dials** (Total Dials, Answered, Unanswered, Total Talk Time and Average Tak Time), **Call Details** (Time of call, Ring time, Duration, Call Direction (Inbound / Outbound), Dialed number / CLID, Destination and Call Quality).



CALL DETAIL MONITOR


The call detail monitor shows users individual call information including quality and device details



USER MAP

User Adoption and Quality are the two key elements to ensuring the successful and productive delivery and on-going usage of Skype for Business. My Skype allows users to view these details for a selected date range using the **User Map**.

andrew pegum



Title: _____
Organization unit: Tech


View activity from 01/01/17 to 31/01/17

Extensions

Type	Extension
IP	andrew.pegum@codesoftware.net
Phone	+35312075717

Calls

Start time	From	To	Service	Quality
31/01/17 4:20:26 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 4:17:24 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 4:17:22 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 4:17:21 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 4:11:58 PM	andrew.pegum@codesoftware.net	shane.melville@codesoftware.net	IM	Good
31/01/17 3:43:40 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 3:33:05 PM	andrew.pegum@codesoftware.net	john.neville@codesoftware.net	IM	Good
31/01/17 2:49:01 PM	conor.roche@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 12:12:33 PM	jo.nichoidealba@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 12:12:07 PM	jason.doyle@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 11:56:11 AM	andrew.pegum@codesoftware.net	conor.roche@codesoftware.net	Audio	Good
31/01/17 11:49:29 AM	conor.roche@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 11:49:31 AM	jason.doyle@codesoftware.net	andrew.pegum@codesoftware.net	Audio	Good
31/01/17 11:44:00 AM	andrew.pegum@codesoftware.net	jason.doyle@codesoftware.net	IM	Good
31/01/17 11:32:01 AM	wagner.brilo@codesoftware.net	andrew.pegum@codesoftware.net	IM	Good
31/01/17 11:23:00 AM	andrew.pegum@codesoftware.net	john.neville@codesoftware.net	App. sharing	Good
31/01/17 11:22:45 AM	andrew.pegum@codesoftware.net	john.neville@codesoftware.net	App. sharing	Good
31/01/17 11:20:30 AM	andrew.pegum@codesoftware.net	john.neville@codesoftware.net	Audio	Good



Conferences organized

Start time	Participants	Duration
31/01/17 9:14:37 AM	7	0:54:56
30/01/17 10:30:41 AM	5	4:25:23
27/01/17 9:28:12 AM	7	0:23:54
26/01/17 9:33:03 AM	1	2:14:39
25/01/17 9:29:21 AM	8	0:34:04
24/01/17 9:34:40 AM	5	0:34:13
23/01/17 11:30:11 AM	6	0:26:35
23/01/17 10:50:41 AM	1	0:00:11
23/01/17 9:30:09 AM	9	0:42:52

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Conferences attended

Start time	Participants	Duration
31/01/17 3:35:36 PM	2	0:39:16
31/01/17 10:02:40 AM	2	1:01:28
30/01/17 2:32:42 PM	2	2:17:11
24/01/17 2:15:45 PM	7	0:16:40

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REPORTS

Open | Rename | Delete | Generate | Export

Expand all | Collapse all

My Skype

- Average Ring Time
- Average time on call
- Calls received
- Error Calls
- Headset Quality
- Monthly Breakdown
- Monthly Screen Share
- Poor vs Good - Monthly
- User Adoption %
- Video Quality
- Weekly IM, Screen Share and File Transfer

Due to the flexible and user driven nature of the reporting within UC Analytics it is possible to create a library of relevant report associated with a users My Skype profile. An example of reports can be seen here but the reporting options are unlimited.

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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