MiVoice Analytics

Track, monitor and control telecommunication usage and cost

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MiVoice Analytics

A telecom infrastructure is at the core of any organization, allowing you to interact with your most valuable assets – your employees and your customers. A comprehensive call management solution gives businesses the edge they need by increasing employee productivity, reducing costs, and optimizing telecom setup.

Call management requirements

- Optimize the use of both employees and system resources
- Efficiently route incoming calls to your business
- Monitor telephony use and performance and identify opportunities for improvement
- Proactively monitor telecom costs and identify opportunities for cost savings
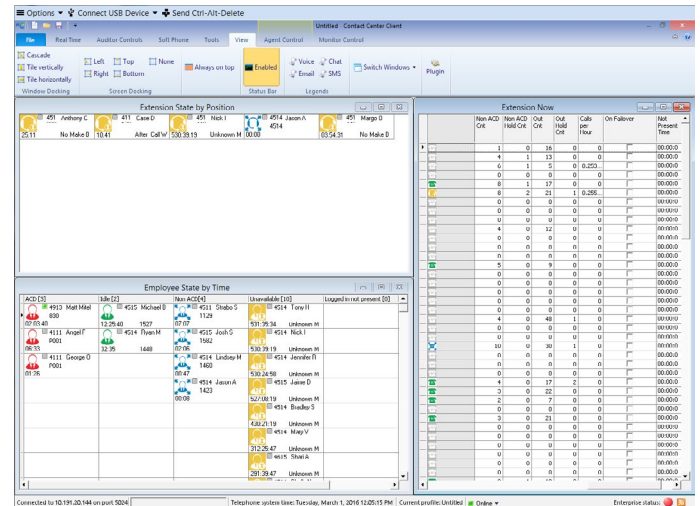
The solution? MiVoice Analytics!

MiVoice Analytics is a comprehensive general business reporting, management, and call costing solution for the MiVoice Business platform that is available as either a single or multi-site solution, on-premises or in the cloud, and can optionally be integrated with MiContact Center Business.

MiVoice Analytics is available to MiVoice Business customers in two licensable bundles:

- *Call Accounting – for historical call costing, subscriber services, and traffic analysis reporting*
- *Business Reporter – for general business extension reporting (includes Call Accounting)*

MiVoice Analytics is also included out-of-the-box with MiContact Center Business.

Get the complete picture

When you need to know how incoming and outgoing calls are handled by the employees in your business, MiVoice Analytics reports can provide you with all of the historical analytics you need. In addition to this, MiVoice Analytic' Business Reporter option enables you to proactively monitor employee and extension telephony use in real time. Whether it's an overview of call activity or a specific call record, the MiVoice Analytics real-time and historical reporting capabilities can help you track, understand, and predict employee call patterns, so that you can efficiently and effectively manage your telecom use and make changes to optimize the system. Want to know who made a particular call? MiVoice Call Accounting and Business Reporter reports and data mining tools aid the search for specific call records. This helps you determine who called whom, where callers were transferred, the phone number dialed the caller dialed, and more.

Optimize the caller experience

You don't have to be a full-fledged contact center to handle calls promptly! With MiVoice Analytics' Business Reporter capabilities, you can route calls using ring group functionality, ensuring that no call goes unanswered, and that calls are answered promptly. Using MiVoice Analytics reports, IT specialists can familiarize themselves with call patterns and use that knowledge to identify trunk lines, system infrastructure, and personnel resources that are overwhelmed or underused. By adjusting trunk usage and personnel resources, businesses can even out the peaks and valleys of telecom activity, realize cost efficiencies, and ultimately, provide better service to customers.

Detect telecom misuse

The FBI and FCC estimate that over U.S. $4 billion in losses due to toll fraud occurs each year. MiVoice Analytics' Call Accounting reports help you detect telecom misuse so it can be stopped before it amounts to significant revenue loss. Using historical reports, you can monitor employee call activity, and by adding Business Reporter for real-time call costing capabilities, you can detect if misuse is occurring in real time and quickly take action.

Recover costs

With MiVoice Analytics Call Accounting option, you have access to a wide range of subscriber services reporting capabilities. This allows you to identify and determine the cost of calls made by each user/department, so you can accurately bill back the users/departments. With Call Accounting's subscriber services features, billing options can be including in reports and cost can be easily marked up or discounted either by a percentage or by a flat rate.

Increase profits

Gartner estimates that 10 percent of telecom invoices are incorrect, usually to the advantage of the carrier. With MiVoice Analytics' call costing tools, you can easily discover and identify billing errors. With sophisticated tools to improve visibility and control of your telecom usage, you can drive significant cost savings.

Enjoy continuous service

Even minor, unplanned outages can have a negative impact on business operations. When a controller or network failure occurs, the MiVoice Analytics resiliency option gives your business network the ability to maintain calls in progress and handle new incoming and outgoing calls.

MiVoice Analytics enables you to:

- *Route calls using ring group routing algorithms*
- *Monitor usage and establish call patterns for departments and work groups*
- *Control telecommunication costs with real-time and historical tracking and reporting*
- *Recover costs through carrier bill reconciliation*
- *Control and reduce the costs of employees sharing toll free lines, calling restricted numbers, or calling their friends long distance*
- *Charge back departments, employees, and customers using markup or discount pricing*
- *Control and reduce costs by analyzing the efficiency of your incoming, outgoing, and bi-directional trunks*

The benefits of MiVoice Analytics include:

- *Incorporate data from multiple telephone systems to get the "big picture"*
- *Manage call flow and schedule employees when they are needed*
- *Know the distribution of telecommunication costs across departments and work groups, and verify carrier bills*
- *Know the availability of your employees, who they are speaking with, and how long they have been talking*
- *Resolve misuse of the telephone system*
- *Produce flexible rate tables that are tailored to the organization*

MiVoice Analytics licensing

NOTE: MiContact Center Business' Workgroup and Contact Center Starter Packs both include MiVoice Analytics out of the box.
All parts are included in starter packs except for Business Reporter Client which is optional.

	Call Accounting Call Accounting Extensions	Business Reporter Business Reporter Extensions
Call costing	•	•
Subscriber services	•	•
Historical reporting	•	•
Real-time monitoring	-	•
Ring group support	-	•
Real-time call costing	-	•
Report distribution	•	•
Traffic analysis	•	•
Attendant consoles	•	•
Trunk reports	•	•
2 System admins	•	•
Network License	•	•
Toll Fraud	•	•

Available to Business Reporter only (optional)
Business Reporter Client
  • *Phone set manager*
  • *General business screen-pop (CCC)*
		•

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