Charting & Reporting for Microsoft OCS

Your Business Dilemmas:

How much does my company get back compared to the amount invested in the communications server?
How do I measure expanded use of web conferences to help analyze cost savings versus traveling on site?
How do I measure increases in employee productivity?
How do I measure how much traffic is going through my OCS system?
Where can I find a tool to help measure the amount of VoIP usage to analyze cost savings versus public telephone, for example?

BENEFITS

• **Offers transparency for the OCS system**

• **Measures usage metrics filtered by person**

• **Explores data with intuitive interface**

• **Helps identify employee productivity**

"We utilize the Instant Charting and Reporting for our PBX calling system. It's simple to find our most productive times for our help desk"
                    --Help Desk Manager

"Saves time by promptly exporting charts to excel, printing out, or merely attaching a chart as an email "
                    --Manager of IT

Visual Reporting for Microsoft OCS Usage

Create animated, interactive charts quickly and easily in order to measure traffic in your Microsoft OCS system. Display high level information organized by year or drilled down to the hour; Quickly filter usage by users and export them to Excel; View browser based reports from LCSLOG, LCSCDR, QOEMETRICS, ACDDYN and RTCCONFIG OCS database tables hosted from SQL server.

Inbound Calls by Day of Week Shown

25 high quality charts

Charts are all pre-loaded and configured to perform right out of the box. Navigate all 25 charts categorized by IM sessions, VoIP, Conferences or create your own category.

Drill down capability

Drill-down from Year, by Month, by Day and By Hour, simply by clicking the desired bar on the graph. The chart displays immediately for you to analyze at a different time frame.

Simple to install

Installed and hosted in Microsoft IIS. All charts are conveniently accessed via your internet Browser. The requirements for installing the Charting for Microsoft OCS are the Office Communication Server with at least Archiving enabled and the Instant Archive Viewer from Instant Technologies. There is no configuration on the client side.

Print and export to Excel

Export all of your report data to Excel for convenient analyses. Print-out your charts for a hot presentation to your team!

Manage Filters

Report on specific users by creating and saving a filter; Select the filter to view the charts displayed by this criteria. Example: Create a filter on Help Desk members, specifically the number of support issues being handled and the number being passed to another agent.
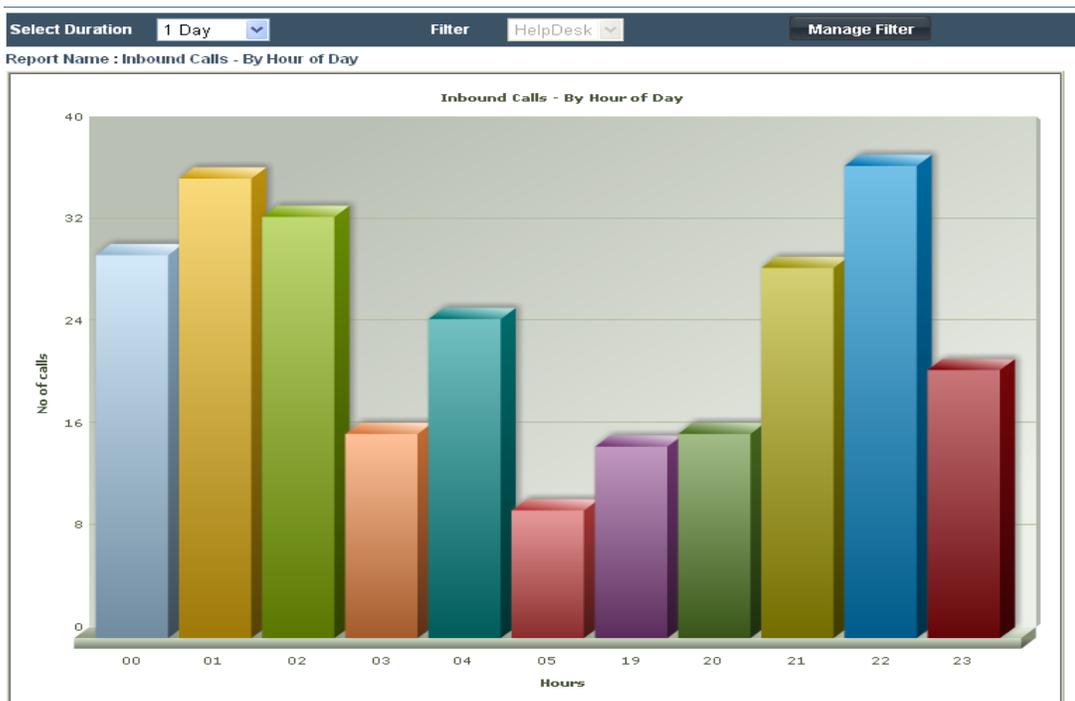
Inbound Calls Drilled down to hour of day