



UC Analytics

User Map

Bringing together User Adoption and Quality Information



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User Adoption and Quality are the two key elements to ensuring the successful and productive delivery and on-going usage of Skype for Business. UC Analytics now delivers this combined information for a selected user in a simple to interpret and navigate interface.

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A search box is now included in the main UC Analytics navigation bar allowing for quick location of employees to view their User Map.



Once a user has been selected the first User Map screen (Seen below) displays a picture of the employee (If configured), Name and Organisation Unit, Date Range and Extension details. Individual **Calls** details along with **Conferences organized** and **Conferences attended** details are also displayed.

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	Quality
31/01/17 4:20:26 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	Good
31/01/17 4:17:24 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	Good
31/01/17 4:17:22 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	Good
31/01/17 4:17:21 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	Good
31/01/17 4:11:58 PM	andrew.pegum@codesoftware.net	shane.melville@codesoftware.net	Good
31/01/17 3:43:40 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	Good
31/01/17 3:33:05 PM	andrew.pegum@codesoftware.net	john.neville@codesoftware.net	Good
31/01/17 2:49:01 PM	conor.roche@codesoftware.net	andrew.pegum@codesoftware.net	Good
31/01/17 12:12:33 PM	jo.nicholsdealha@codesoftware.net	andrew.pegum@codesoftware.net	Good
31/01/17 12:12:07 PM	jason.doyle@codesoftware.net	andrew.pegum@codesoftware.net	Good
31/01/17 11:56:11 AM	andrew.pegum@codesoftware.net	conor.roche@codesoftware.net	Good
31/01/17 11:49:39 AM	conor.roche@codesoftware.net	andrew.pegum@codesoftware.net	Good
31/01/17 11:49:31 AM	jason.doyle@codesoftware.net	andrew.pegum@codesoftware.net	Good
31/01/17 11:44:00 AM	andrew.pegum@codesoftware.net	jason.doyle@codesoftware.net	Good
31/01/17 11:32:01 AM	wagner.brito@codesoftware.net	andrew.pegum@codesoftware.net	Good
31/01/17 11:23:00 AM	andrew.pegum@codesoftware.net	john.neville@codesoftware.net	Good
31/01/17 11:22:45 AM	andrew.pegum@codesoftware.net	john.neville@codesoftware.net	Good
31/01/17 11:20:30 AM	andrew.pegum@codesoftware.net	john.neville@codesoftware.net	Good

Displaying 1 - 50 of 148

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
20/01/17 9:30:34 AM	8	5:05:05
19/01/17 10:01:51 AM	1	1:40:49
18/01/17 3:49:09 PM	1	0:00:03
18/01/17 9:79:47 AM	8	0:53:30

Displaying 1 - 31 of 31


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

Displaying 1 - 4 of 4

Name and Organisation Unit, Date Range and Extension details can be seen. From here you can specify the date range for the activity to be displayed on 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 show details for all non conference calls for the selected user in the defined activity date range displaying date and start time, call participants and call quality. The call quality is based on the Microsoft methodology of grading call quality as being simply 'Good' or 'Poor' quality.

Start time ↓	From	To	Quality
31/01/17 4:20:26 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	Good
31/01/17 4:17:24 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	Good
31/01/17 4:17:22 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	Good
31/01/17 4:17:21 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	Good
31/01/17 4:11:58 PM	andrew.pegum@codesoftware.net	shane.melville@codesoftware.net	Good
31/01/17 3:43:40 PM	shane.melville@codesoftware.net	andrew.pegum@codesoftware.net	Good
31/01/17 3:33:05 PM	andrew.pegum@codesoftware.net	john.neville@codesoftware.net	Good
31/01/17 2:49:01 PM	conor.roche@codesoftware.net	andrew.pegum@codesoftware.net	Good
31/01/17 12:12:33 PM	jo.nichoidealbha@codesoftware.net	andrew.pegum@codesoftware.net	Good

If required, the **call detail monitor** can be opened from here by clicking on an individual call. The monitor displays Call from and Call to details including Name, Title, Org unit, Ext, Client type and Location. There is an overview of the call including Service type (Audio, Video, Conf, IM), Time of call, Ring time, Call duration, Call type (Completed or Abandoned), Quality rating (Poor or Good) and Disconnection details. The Map shows the geographical location of the legs of the call. Network details show Gateway, Network MOS, Avg. net MOS degradation, Avg. Jitter, Packets lost, Audio round trip and Ratio concealed samples avg.

The Devices tab shows From and To information on Client type, Client version, Connection type, VPN, Endpoint, IP Address, Reflexive IP Address, Subnet, Capture device and Render Device and Audio codec.

CALL DETAIL MONITOR

Call Details 02/12/15 11:49:30 PM

Lisa Keating

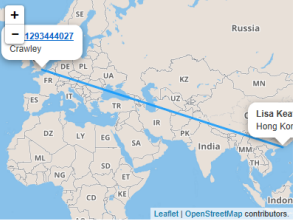
Title	
Organization unit	Sales
Extension	+441293448636
Client type	Lync Phone Edition
Location	Hong Kong

Call from

+441293444027

Number	+441293444027
Client type	MediationServer
Location	Crawley

Call to



Overview	
Service type	Audio
Time	11:49:30 PM
Ring time	0:00:06
Duration	0:00:17
Call type	Completed
Quality	Poor
Disconnected by user	lgw.hangar.security1@fly.virgin.com
Disconnected by phone	+441293448636

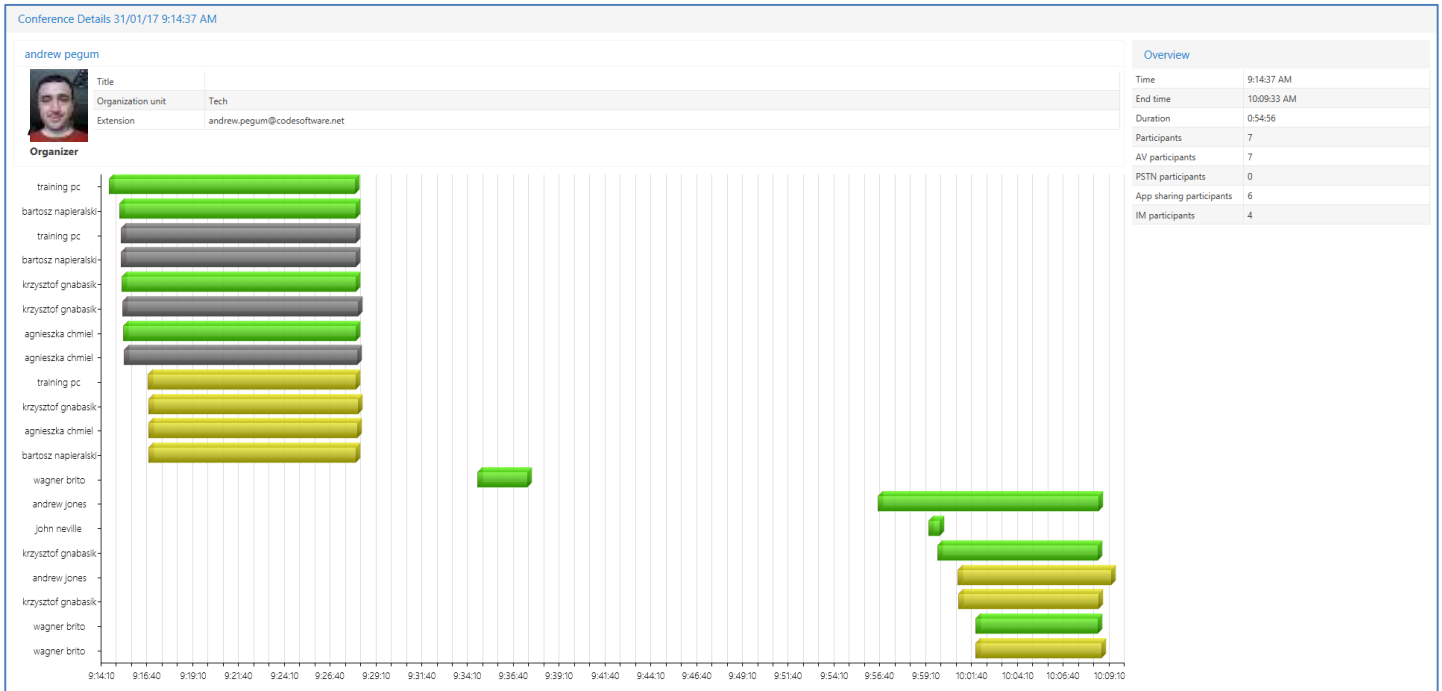
Network	
Gateway	APVAAOFFLYNC1.vaa.vtg.local
Network MOS	2.49
Avg. net MOS degradation	1.21
Avg. jitter	1 ms
Packets lost	0 %
Audio round trip	3
Ratio concealed samples avg.	0 %

Devices	
From	
Client type	Lync Phone Edition
Client version	CPE/4.0.7577.4455 OCP/4.0.7577.4455 (Microsoft Lync Phone Edition)
Connection type	Ethernet
VPN	False
Endpoint	OCPhone
IP Address	10.7.25.112
Reflexive IP Address	0.0.0.0
Subnet	10.20.7.0
Capture device	UCPhone
Render device	UCPhone
To	
Client type	MediationServer
Client version	RTCC/5.0.0.0 MediationServer
Connection type	Wired
VPN	False
Endpoint	SVAABSELYNC1557
IP Address	10.20.16.10
Reflexive IP Address	0.0.0.0
Subnet	10.20.7.0
Capture device	
Render device	

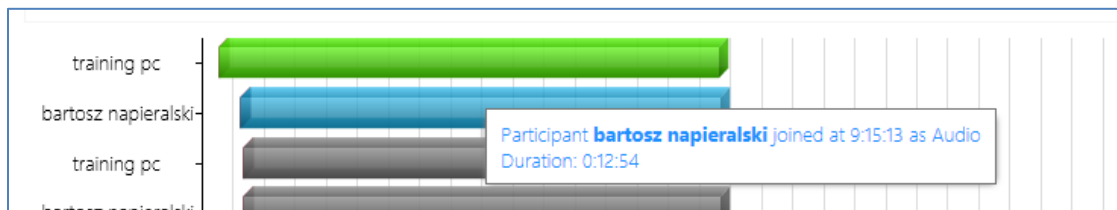
Conferences Organized and **Conferences Attended** displays all conferences that the selected employee has organized and those attended with details of date and start time, number of participants and duration.

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
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23/01/17 10:50:41 AM	1	0:00:11
23/01/17 9:30:09 AM	9	0:42:52
20/01/17 9:30:34 AM	8	5:05:05

Clicking on a specific Conference will open the **Conference Details** in a new tab. This shows specific details for all conference attendees and use of the available collaboration modes available with Skype for Business including the duration for each attendee which is displayed in the colour coded chart. Mousing over the relevant area on the chart will give specific information for the collaboration mode. An Overview of the conference is also displayed.



Collaboration Mode Details



Clicking on any of the bars displayed on the chart will open the **call detail monitor** giving specific details for the attending user along with all the previously covered details in the call detail monitor.

Conference Overview

Overview	
Time	9:14:37 AM
End time	10:09:33 AM
Duration	0:54:56
Participants	7
AV participants	7
PSTN participants	0
App sharing participants	6
IM participants	4

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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