# Optic for Microsoft Teams

Gain a Clear Vision into Teams Calling Activity & Performance

Optic for Voice Networks™ layers strategic management metrics with highly focused tactical analytics to complement the reports and custom queries available in Microsoft Admin Center. With a set of user-friendly dashboards ready to use out of the box, Optic provides an extensive set of prebuilt analytics, elevating your ability to explore your data quickly and easily.

♦ **Intuitive Dashboards:** The analytics you need at your fingertips (or in your inbox) for instant access to essential insights.

♦ **Advanced Analytics:** Discover cyclical trends (year over year, day of week graphs), enhanced QoS reports, departmental performance and so much more.

♦ **Long-Term Data Retention:** Search for calls or meetings for the current day or from years in the past. And, see hourly and daily trends for historical months and years.

♦ **Granular Access Control:** Easily restrict user views by department or location.

♦ **Simplified Administration & Troubleshooting:** Streamline system administration and quickly diagnose and isolate operational anomalies.
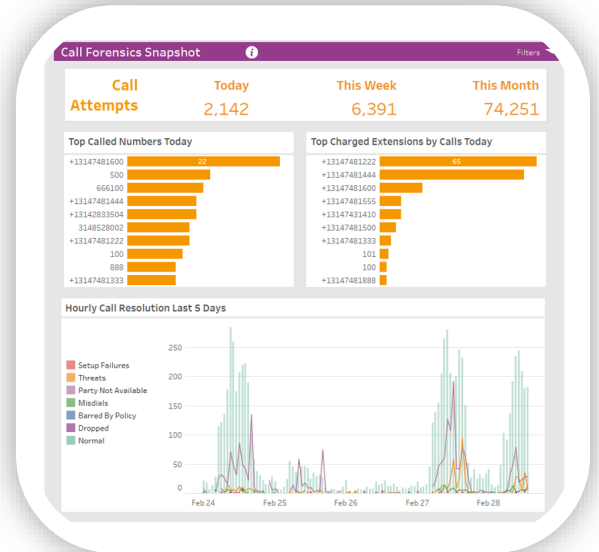
Optic's Stackable Analytics™ provide a focal point on goals throughout the enterprise, regardless of size, geography, or collaboration platform. With the right analytics for strategic management and performance tracking, Optic enables organizational alignment, from the C-suite to the technician in the field to the business manager. All levels of an enterprise organization gain a clear vision of their Microsoft Teams calling activity, trends and caller experience.

C-Suite

Gain strategic control & visibility of network

♦ "Big picture" KPIs

♦ Year-over-year usage reports & trending

Network Manager

Align C-suite strategies with technicians' operational tasks

♦ Single pane-of-glass for Microsoft Teams and other voice platforms

♦ DID and non-DID number inventory

♦ Extension activity & inventory
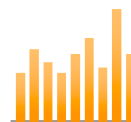
♦ Adhere to data retention regulations and policies

Network Technician

Understand root cause of problems and minimize resolution duration

♦ Advanced call searches and tracing across enterprise with extensive filter options to troubleshoot failures

♦ Create alarms to trap fraud or abuse

♦ QoS analytics

Business Manager

Leverage the same tool for operational tasks with focused dashboards & data scope

♦ Trending by department and/or location

♦ Investigate employee call activity

♦ Respond to a subpoena

♦ Top callers and called numbers

Microsoft and Microsoft Teams are trademarks of the Microsoft group of companies.

www.impacttech.com
314.743.1400