



Forensics

Clear Visibility into Caller Experience, Usage Trends & Caller Activity

Today's call accounting packages focus on expense management and fraud detection. Important, yes, but you need deep call analytics. Optic™ Forensics offers deep visibility into call quality, abnormal call terminations, call tracing, extension activity and usage trending. Easy to use and understand out-of-the-box dashboards put critical data in the hands of C-suite executives, network managers, network technicians and even business managers. With Optic Forensics, all levels of an enterprise gain a clear vision into caller experience, usage trends and caller activity.

- ◆ **Caller Experience** encompasses several links throughout the call process. Optic Forensics offers the highly focused analytics to isolate and identify operational opportunities and challenges that are impacting successful call setup, quality audio conversations and call terminations. Analytics isolate and identify operational anomalies so technicians can quickly resolve problems before they adversely impact performance. Optic Forensics simplifies network administration with simple yet powerful metrics.
- ◆ **Usage Reports & Trending** dashboards monitor call activity and performance in real-time across the enterprise. From "big picture" enterprise call volumes to a business manager investigating an employee's call activity, Optic Forensics includes dashboards so your entire organization has a clear vision of call activity.

CLEAR VISION CLEAR VOICE

Graphical & Tabular Visualizations

- ◆ Cyclical graphs showing seasonal trends and growth
 - Year over year by month and week
 - By hour of day and by day of week
- ◆ Top caller and most frequently called numbers
- ◆ Monthly, weekly, daily and hourly call trends by call type and call resolution
- ◆ Data viewing controls by organization, department, location and voice server

Call Search & End-to-End Call Tracing

- ◆ Simple search by number, role, call type and date period
- ◆ Advanced calls and segment search with a variety of filters
- ◆ Call routing diagnosis
- ◆ Malicious call investigation

Enhanced Audio Quality Analytics

- ◆ By phone type & codec
- ◆ By IP address & subnetwork

Security Control

- ◆ Fraud and abuse visibility
- ◆ Detect intrusion attempts

Alarm Management

- ◆ Proactively create and monitor notifications and alarms
- ◆ Library of configurable notifications keeps users abreast and ahead of issues

Redeployment of Idle Station Equipment

- ◆ Avoid capital expenditures
- ◆ Reduce maintenance costs

Deploy & License as You Choose

- ◆ Hosted with subscription licensing (SaaS)
- ◆ On premise with:
 - Subscription licensing, or
 - Perpetual licensing

