



Insights

Simple and Easy to Use Call Reporting

Looking for an easy to use and understand option for CDR reporting? Optic™ Insights is for you! Out-of-the-box dashboards put insightful data in the hands of C-suite executives, network managers, network technicians and business managers. Usage reports and dashboards monitor call activity in real-time across the enterprise. From “big picture” enterprise call volumes to a business manager investigating an employee’s call activity, Optic Insights allows users to quickly and easily find the information they need. With Optic Insights, all levels of your enterprise gain a clear vision into usage trends and caller activity.

Graphical & Tabular Visualizations

- ◆ Call volumes, call duration and average call durations
- ◆ Top caller and most frequently called numbers
- ◆ Monthly, weekly, daily and hourly call trends by call type
- ◆ Monthly, weekly, daily and hourly call trends by voice server
- ◆ Call trends and activity by phone number (originating number, called number and/ or destination number)
- ◆ Data viewing controls by voice server



Call Search & Call Logs

- ◆ Simple call search by phone number, role, call type and date period
- ◆ Advanced search with a variety of filters including date period, extension, originating number, called number, destination number, transfer number, forwarding number, voice server, duration, call type and more

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

Deploy & License as You Choose

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

