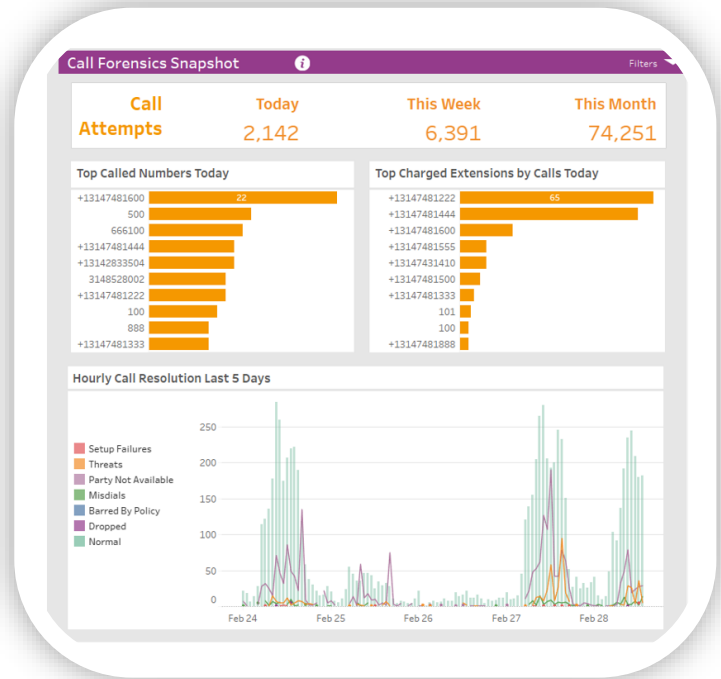# Optic for Webex Calling
Gain a Clear Vision into Webex Calling Activity & Performance

Optic for Voice Networks provides Stackable Analytics™, layering the strategic management need for "big picture" metrics and performance tracking with highly focused tactical analytics to identify, isolate and resolve operational anomalies. All levels of an enterprise organization gain a clear vision of their calling activity and network performance.

♦ Multi-Vendor Platform Support (see your Webex Calling activity in a single pane of glass with your UCM and/or other voice platforms)

♦ Tabular & Chart Visualizations

♦ Call Record Search

♦ Call Record Usage Reports & Trending

♦ Call Tracing with Call Segment Detail

♦ Abnormal Call Setup & Termination Analytics

♦ Top Caller & Most Frequently Called Numbers Reports

♦ Corporate Organizational Data Import

♦ Quality of Service Analytics

♦ Extension Inactivity Report

♦ Number Management for DID & Non-DID Ranges

♦ User Defined Notifications

♦ Network Utilization & Performance (Calls, Usage, etc.)

♦ Trunk Group & Route Capacity Analytics

♦ Network Usage Trend Analysis

♦ Concurrent Call Paths (CCP) by Trunking Facility

♦ Key Performance Indicators (KPIs)

Optic Integration with Webex Calling by Cisco

Optic has a native and seamless integration to process Webex Calling CDR, quality metrics and configuration data, such as organization information. Optic also has automated connectivity to other voice platforms such as Cisco Unified Call Manager, Unify OpenScape Voice and more.

Get Started Today

To use Optic for Webex Calling, all you need is an Optic license or subscription and a paid Webex account. Contact Impact Technologies at solutions@impacttech.com or 314.743.1430 and our team will get you started. At high level, the process will be:

♦ Call us to select and activate your Optic account. Pricing is based on the Optic deployment model, the Optic feature package and the number of "Webex Calling – Professional" licenses plus the number of "Webex Calling – Workspaces" licenses under subscription. Impact Technologies support team will deploy Optic on your premise or activate your hosted account.

♦ Impact will provide a link for you to log into your Webex account to enable API connectivity from Optic to Webex cloud.

♦ Within your Optic Console, Impact will configure connectivity to the Webex cloud to download your CDR and configuration data periodically.

♦ Login to Optic and clearly see your Webex calling activity and performance.

www.impacttech.com
314.743.1400