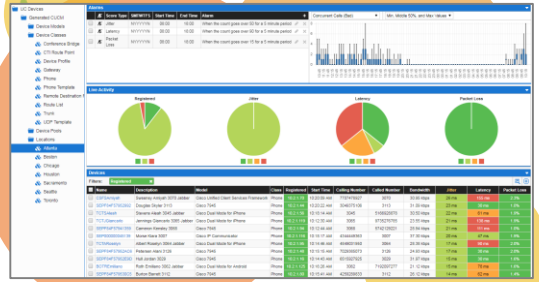# PREDICTIVE
UC ANALYTICS

A UNIVERSAL UC&C ANALYTICS SOLUTION

*Providing Easy to Use, Analytics, Monitoring & Assurance*

VOICE

Traditional CDR analysis has been transforming as fast as unified communications and collaboration technologies. Predictive UC Analytics™ continues to set the pace by introducing big data analytic techniques to enhance the value of complex telephony session detail. Predictive UC Analytics binds session data, device data, location data, and customer data to provide IT and business stakeholders thoughtful access to secure, role-based business analytics. Visibility is provided through out-of-the-box dashboards, models, views, and reports as well as real-time alerts and notifications that deliver actionable insight. Predictive UC Analytics eliminates the need for siloed monitoring and reporting solutions by providing a single, centralized analytics solution that sits across the entire UC&C stack.

CONTACT CENTER

Organizations focused on customer service rely on contact center matrices to continually align resources and high quality customers engagements to meet business goals and company growth objectives. Predictive UC Analytics™ seamless integration provides real-time, interactive dashboards ideal for supervisors and agents to gauge contact queues and customer experience. Predictive UC Analytics addresses the visibility challenges faced by organizations that utilize omni-channel initiatives of audio, video, application sharing, and collaboration by delivering visibility across media channels. This complete 360º view eliminates the lack of information domino effect of siloed unified communication technologies.
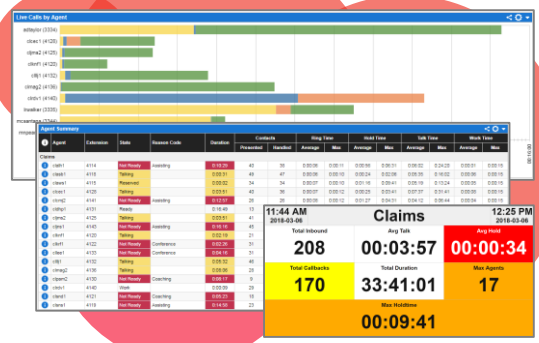
VIDEO

Businesses that invest in room and desktop video infrastructure require continual real-time monitoring to ensure that optimal quality of service is being delivered. Predictive UC Analytics™ provides just that with advanced predictive and prescriptive insight for measuring adoption, network capacity, and real-time quality details including TX/RX framing rates, MOS scores, jitter, latency, and bandwidth.
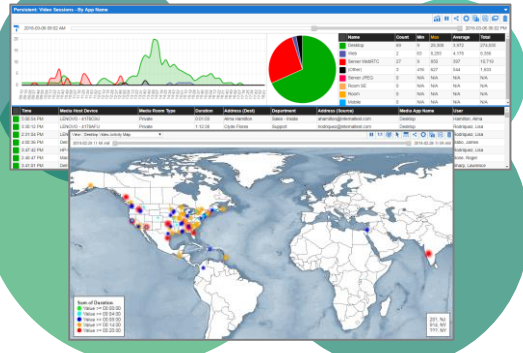
Statistical KPI modeling provided in Predictive UC Analytics delivers actionable alarms with root cause analysis details for faster problem resolution. Trending enabled KPIs deliver blanket management visibility that help determine users affected by environmental abnormalities.

COLLABORATION

Organizations struggle obtaining business matrices on collaboration usage due to the complexity of combining multiple communications and collaboration technologies into a single cross-functional team-based solution. True business insight can only be obtained by capturing activity from voice, video, messaging, and application sharing media servers. Predictive UC Analytics™ is designed to provide a single pane of glass view across the entire UC&C stack. This critical capability enables Predictive to harvest and bind session information across multifunctional collaboration technologies to deliver valuable metrics for adoption, user experience, capacity planning and more. Predictive UC Analytics provides seamless integration to cloud-based collaboration solutions to deliver on premise like visibility.
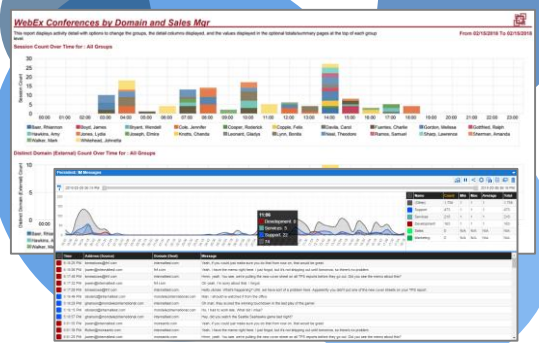
A Complete Solution

What Data Does Predictive UC Analytics Collect?

The Predictive UC Analytics™ platform is designed to deliver comprehensive UC&C analytics capabilities that are universal in nature and easy to use. This important approach future-proofs our customer's investment by enabling the thoughtful collection that agnostic and independent of UC&C technology or manufacturer.

From within the UC&C technology portfolio, Predictive UC Analytics is capable of collecting session, device, and user based data from the media source. In most environments, the ability to bind media streams from the endpoint to the edge border element provides enhanced visibility into usage patterns and time critical troubleshooting insight. Predictive UC Analytics utilizes a wide array of collection methods all of which are preferred methods from the UC&C manufacturer. From capturing streaming protocols, data peering or REST APIs for cloud service access Predictive UC Analytics provides on-demand access to business critical information.

How Does Predictive UC Analytics Enhance Data?

One capability that sets Predictive UC Analytics™ apart from the field is the ability to enhance UC&C session activity by binding session activity to devices, users, and network provisioning systems, as well as edge gateways. Second, customers regularly seek to associate the ownership of session activity to a corporate organization structure, rate the activity for cost allocation or customer billing. Below are some examples that are commonly utilized:

- LDAP Integration to UC&C or corporate directory service
- Session records to voicemail messages
- Session records to gateway or border element activity
- Cradle-to-grave session activity linking

- Collaboration logins by domain to CRM systems
- Flexible rating or costing of session activity
- Geo-location and mapping of source and destination identifiers
- Link source and destination identifiers to device provisioning

How Is The System Deployed?

Flexible deployment options enabled customers to leverage corporate 'best-practice' methodologies by selecting cloud, on premise, or hybrid configurations. Each is installed and provisioned by TeleMate.Net Software's team of UC Data Analysts under a customer specific Statement of Work (SoW).

To accelerate and maximize customer value, the UC Analyst offering is available in three service tiers: UC Professional, UC Advisor, and UC Assistant. Each level aligns customer requirements with the appropriate resource skills to address business objectives. A UC Analyst is designed to take on much of the day-to-day responsibilities which include interpreting and correlating complex data, working with business and IT stakeholders on recommended role-based views, as well as, leading complex business discussions. The added expertise of a UC Analyst will drive increased adoption, efficient capacity planning, and the re-alignment of critical communication and collaboration technologies to better support business objectives.

Why Do Customers Purchase?

Simply put we provide a complete solution of Product, People, and Experience. More often than not organizations are looking for more than just an IT tool. In the drive to be competitive or in providing the best level of service, business stakeholders outside of IT are now looking for more data. Data that drives operational efficiency. Predictive UC Analytics™ empowers stakeholders across the organization to operate smarter and faster.

Predictive UC Analytics' multiple media type features address:

- UC&C Service Modeling
- Predictive Analytics
- User Experience Analytics
- Adoption Analysis
- License Alignment
- Capacity Planning
- Traffic Management

- Troubleshooting
- Contact Center Performance
- Invoice & Billing
- Cost Allocation
- CDR Reporting/Accounting
- Expense Management
- Regulatory Compliance

Contact Us ASAP!

4 Simple Steps to Maximizing Your UC&C Investment

1. **Contact Us**
2. **Schedule a Demo**
3. **Select Cloud or On Premise**
4. **TeleMate Installs & Configures**

TeleMate.Net Software
5555 Triangle Parkway Suite 150
Norcross, GA 30092

+1.678.589.7100 or +1.855.790.3369
info@telemate.net