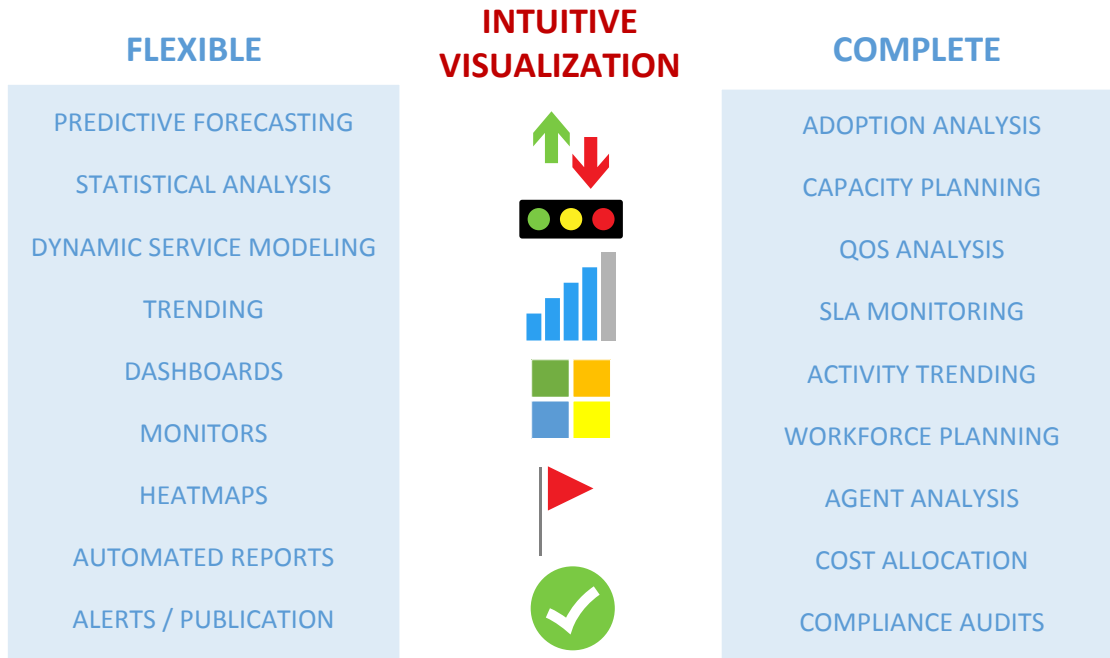# Understanding Predictive UC Analytics™ is as easy as counting to 4!

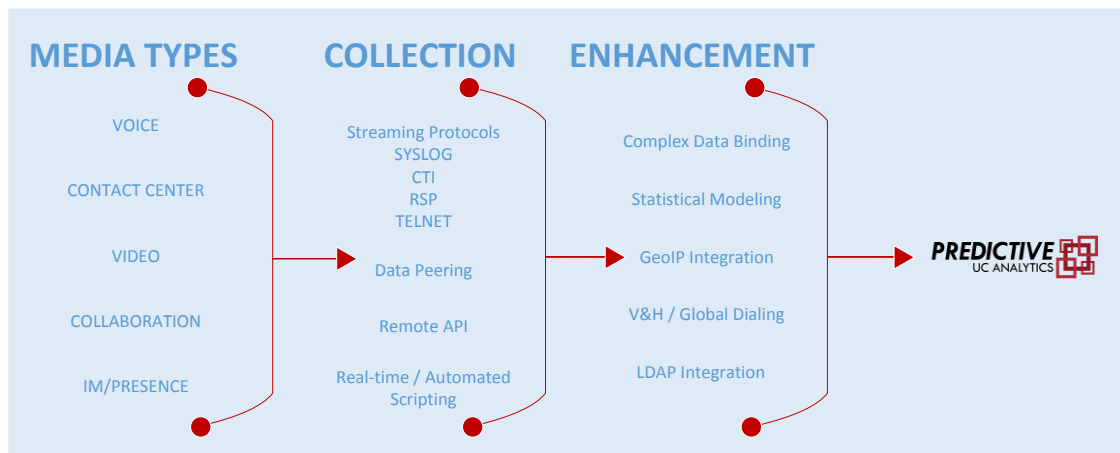## 1 What does Predictive UC Analytics™ deliver?

By providing secure, role-based access control, Predictive UC Analytics™ increases the value of a unified communication & collaboration investment delivering actionable intelligence for both IT and business stakeholders.

FLEXIBLE

PREDICTIVE FORECASTING

STATISTICAL ANALYSIS

DYNAMIC SERVICE MODELING

TRENDING

DASHBOARDS

MONITORS

HEATMAPS

AUTOMATED REPORTS

ALERTS / PUBLICATION

INTUITIVE VISUALIZATION

COMPLETE

ADOPTION ANALYSIS

CAPACITY PLANNING

QOS ANALYSIS

SLA MONITORING

ACTIVITY TRENDING

WORKFORCE PLANNING

AGENT ANALYSIS

COST ALLOCATION

COMPLIANCE AUDITS

2 How does Predictive UC Analytics™ work?

Unified communication technologies provide session activity through a plurality of delivery mechanisms. Predictive UC Analytics™ collects each session attribute, enhances the value, and delivers actionable insight as a real-time service.
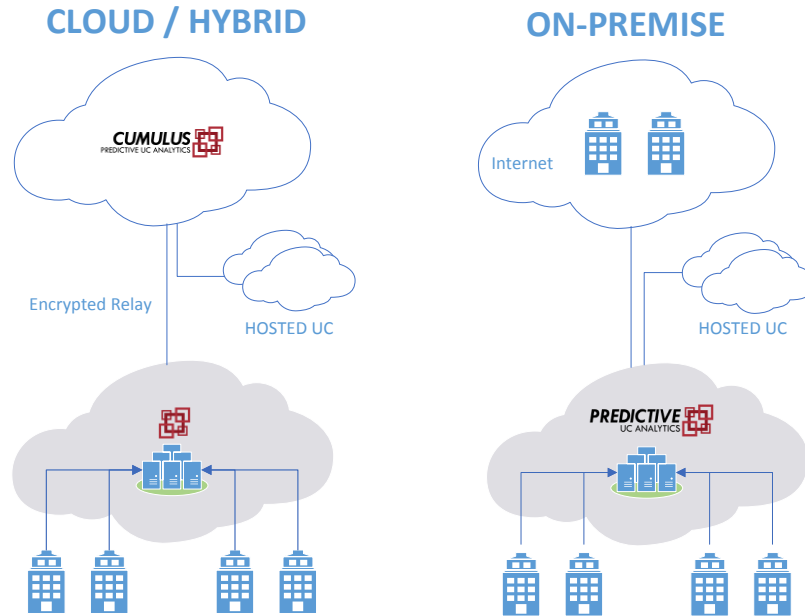
REAL-TIME SERVICE DELIVERY

MEDIA TYPES

VOICE

CONTACT CENTER

VIDEO

COLLABORATION

IM/PRESENCE

COLLECTION

Streaming Protocols
SYSLOG
CTI
RSP
TELNET

Data Peering

Remote API

Real-time / Automated Scripting

ENHANCEMENT

Complex Data Binding

Statistical Modeling

GeoIP Integration

V&H / Global Dialing

LDAP Integration

PREDICTIVE UC ANALYTICS

ACTIONABLE INSIGHT and ANLAYTICS

Understanding Predictive UC Analytics™ is as easy as counting to 4!

3

How is Predictive UC Analytics™ deployed?

Predictive UC Analytics™ deployment models provide flexibility and guaranteed service delivery. As a cloud offering, infrastructure costs including data storage, networking, hardware, and software are included. On-premise deployments place infrastructures with you as the licenser of the software solution.

CLOUD / HYBRID   ON-PREMISE

4

How to start getting value?

Predictive UC Analytics™ makes it easy to increase the value of a unified communication and collaboration investment. Flexible deployment options make server procurement optional. Our Professional Service organization and UC Analysts will tailor the solution to your requirements and train your staff to ensure proper alignment to your goals.

Based on the deployment option you select server specifications are available to leverage an existing virtual server and database infrastructure. Predictive UC Analytics™ is certified on virtual servers supporting Microsoft Server class operating systems and Microsoft SQL Server. High Availability (HA) modes of deployment are supported as well as full automations for data backup and internal system monitoring to ensure optimal service delivery.

To 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 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.

Technical training and accreditation is offered in a variety of options for end users, technicians and administrators. Training reduces the learning curve, immediately making your employees more productive. Users learn how to tailor business insight to meet their specific requirements and needs. Each course is developed and delivered by certified instructors who have in-depth expertise and extensive technical training experience.