



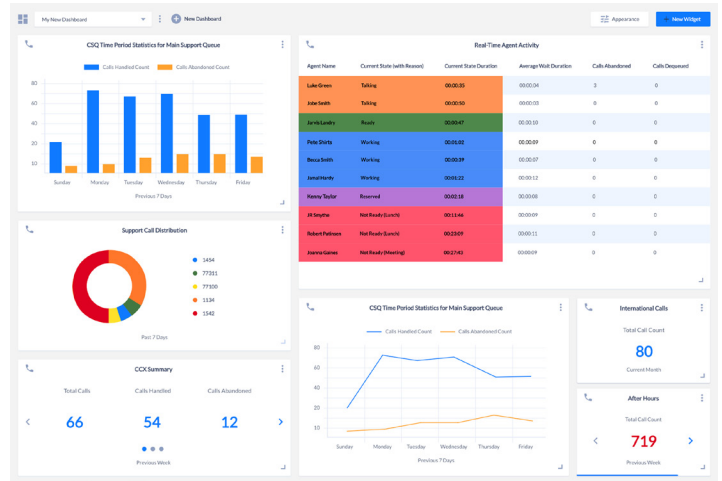
CDR Reporting and Call Analytics

Call History, QoS, and Capacity Analysis and Reporting

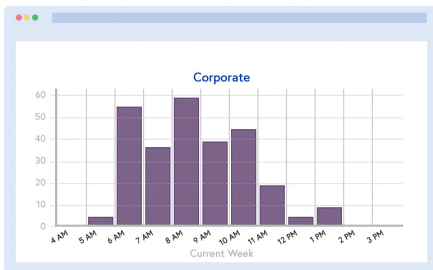
Variphy is the preferred CUCM CDR reporting and call analytics solution for over 1,500 public and private organizations, totaling more than 4 million phones in over 30 countries.

Fully Customizable User Dashboards

- Configurable data and time periods
- Drag-and-drop feature to create layouts
- Dashboards with permalinks
- Permissions-based restrictions for users
- Notification of dropped or 911 calls
- Utilization and distribution charts

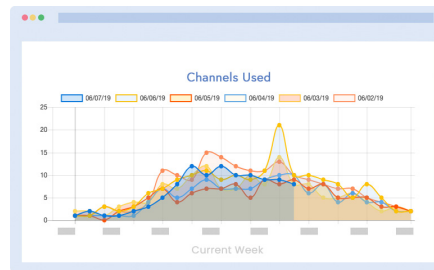


Call History Reporting



- Customizable search criteria
- User-defined report layouts
- Cradle-to-grave view of calls
- Report of under-utilized devices/users
- PDF, XLSX, CSV, and HTML formats

Capacity Utilization



- Based purely on CUCM CDRs
- PRI, SIP, or any CUCM devices
- Configurable device capacities
- Scheduled or on-demand reports

CDR Notification Alerts

Date/Time Origination	Originating Party	Terminating Party	Originating Cause Code	Terminating Cause Code	Call Duration
July 5, 2018 9:33 AM PST	Calling Party Number: 10009 End User: Dorothy Robinson Department: Reception Device: 58000123456789 Name: Dorothy Robinson Description: 10009 Device Post Location: CR_Chicago Location: Chicago_Bldg_A	Original Called Party Number: 911 Final Called Party Number: 911 Number: Reception End User: SP-TRUNK-6-1 Department: SP-TRUNK-6-1 Name: Primary Description: Chicago SIP Device Post Location: CR_Chicago Location: Chicago_Bldg_A	Normal call clearing	No error	0015.58

- Emergency calls — 911, 112, etc.
- International/LD calls
- Dropped call events and failures
- Toll fraud or off-hours abuse

The preferred analytics platform for Cisco Collaboration.

