AND Reporting 5.4

Reporting enables you to create comprehensive reports about your IP telephony usage and adapts exactly to your needs. Integrating iReport Designer, one of the leading business reporting tools, makes it easy to create customized reports.

Overview

AND Phone is a powerful and scalable application platform for Unified Communications environments. The application server uses a modular base system which can be extended by services and functionalities you need for improving your communication tasks. An extension for attendant consoles delivers a highly effective and easy to manage call handling platform for various operating systems.

Benefits

- Flexible reporting architecture
- Access to multiple data sources
- Multiple output formats
- Reporting for call flow and contact center parameters
- Integration option for Crystal Reports
- Fully integrated with other AND Phone modules

Overview Reporting

AND Reporting supports various data sources, namely the Call Detail Records (CDR) of the Cisco Unified Communications Manager and the AND Phone Application Server database.

Using this predefined connections and templates makes it easy to create monthly, weekly or daily reports of your UC environment. Automatically scheduled reports decrease your efforts and deliver you up-to-date information whenever you need it.

AND Reporting is available with a full version of Crystal Reports Developer which can be used creating reports with a leading report generation tool or with iReport Designer.

The following two examples give you a glance about the possibilities with AND Phone Reporting. The first example shows call center reporting of a branch where AND Phone Group ACD is used for a distributed call center. In the second example you see a monthly reporting directly extracted from the Communications Manager CDRs. Both examples are automatically generated PDFs by using predefined templates.

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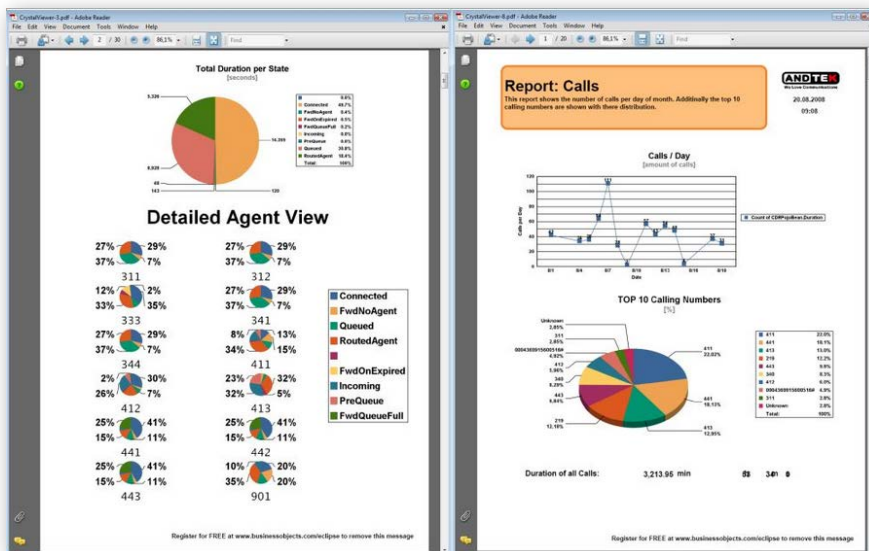
Available Services

Reporting Server

- Scheduling of reports
- CDR and CMR support
- Flexible scheduling mechanism
- Distribution of reports by email
- Automatic uploading of reports to FTP
- Reporting integration of AND Phone server
- Reporting of CUCM parameters
- Flexible reporting time ranges
- Reporting archive
- Direct execution of reports
- iReport and Crystal Reports support
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Reports

- Reports as pdf or csv
- Customized reports
- Reporting templates
- Real-time report execution

System Requirements

Server Requirements

- x86-based architecture
- Main memory 4GB or higher
- Gigabit-/Fast-Ethernet interface
- Hard disk 80GB
- Virtualization supported (VMware)

Software Requirements

- AND Phone Base
- AND Reporting

Supported Telephone Systems

- Cisco Unified Communications Manager 8.x, 9.x, 10.x or 11.x

Supported Phones*

Cisco IP Phone series 6900, 7800, 7900, 8800, 8900, 9900 and Jabber

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