PhonEX™ ONE

PhonEX ONE Analytics for Unified Communications Product Description

Efficient time and resource management is the key when driving a business forward and retaining a competitive advantage. As communications networks continue to increase in complexity, PhonEX ONE ensures that they are deployed and used as efficiently as possible through detailed reports on call usage, call quality, call routing and bandwidth utilization.

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Introduction

One Reporting Tool for Everyone

PhonEX ONE analytics is suitable for companies of any size in a broad range of environments (financial institutions, government, automotive, healthcare, real estate, education and social responsibility). We offer a fully web-based solution for communication management and control, providing intelligent tracking of media types specific to unified communications environment as well as traditional/VoIP PBXs, cellular activity and carrier data traffic

MIND's analytics solution delivers advanced billing and reporting, traffic analysis, abuse and misuse detection tools to organizations around the world, helping executives to reduce operational costs, improve employee productivity, monitor network activity, bandwidth and quality, report usage for efficient network resources allocation.

Start the management and control of your UC environment today!

PhonEX ONE analytics embraces today's business challenges by offering world-class reporting services, simplified use, optimized productivity, together with enhanced monitoring and fast ROI.

Due to increased communication usage, telecommunication expenses have become typically part of top five items in an organization's overall budget. Studies ran on a sample of customers have shown that PhonEX ONE reporting solution can optimize networks and reduce communications cost by up to 30%.

Without a Call Management system the allocation of costs across offices is very difficult and time-consuming even in standardized, global Unified Communications environments but PhonEX ONE can make things easy and justifies the initial investment (quick ROI). Although call cost is not the major issue anymore, providing users with access to their data usage increases employee's awareness that eventually conducts to reduced bills and boosts productivity. Moreover, detailed usage reports allow OPEX department to look for calling patterns and properly negotiate the right packages with telecom providers.

In a unified environment supporting voice, video and data, PhonEX ONE will manage multi-service networks and allow an efficient control of budgets across the enterprise, its business units and users; moreover, a dedicated component is focused on sending alerts whenever an abnormal behavior is identified in order to efficiently detect network abuse or fraud that may unnecessarily raise costs.

PhonEX ONE
Key Features at a Glance

PhonEX™ ONE

- Carrier Bill
- Fraud Detection
- Cost Allocation
- Call-Center Real-time Data
- Call Quality Analysis
- Unified Reporting Tool
- Auto Corporate Structure Synchronization
- Capture CDRs from UC, Gateway, PBX

- Fully web-based solution for easy access from anywhere and at any time
- User-centric application, allows a complete view of user's communication usage
- One system supporting all UC platforms (Cisco UCM, MS Skype for Business, Avaya Aura)
- Comprehensive solution suitable for on-premise, cloud-hosted and hybrid environments
- Completely customizable dashboard monitors to analyze and interpret the most important elements in the system
- High availability for core processes (active-passive redundant mode)
- Multi P&L units, multilingual, multicurrency and multi CDR capability
- Supports server virtualization technology, which allows consolidating servers and using hardware more efficiently
- Near real-time monitoring and alerting and full visualization anywhere, anytime
- Converged reporting of nearly all legacy and IP PBXs, unified communications and other communication sources including mobile operators data
- Flexible report designer (selection of any CDR field) and report personalization (logo, color scheme, address)
- Graphical representation of reports data providing the possibility to observe comparisons, patterns and trends
- Traffic analysis reports for optimizing bandwidth and making decisions on required/redundant network resources
- Event log for auditing and tracking system behavior including system violation logs
- Enhanced security: access limitation on a user and group basis and enhanced protection from unauthorized users based on SSL encryption
- Widgets showing real-time statistics
- Call Quality analysis
- Modular architecture for any enterprise size and environment.
- Automatic organization structure synchronization
- Comprehensive call rating module
- User monthly budget alerts and restrictions
- Report Builder allowing comprehensive filtering
- Employee and department bill back reports
- Advanced Report Scheduler

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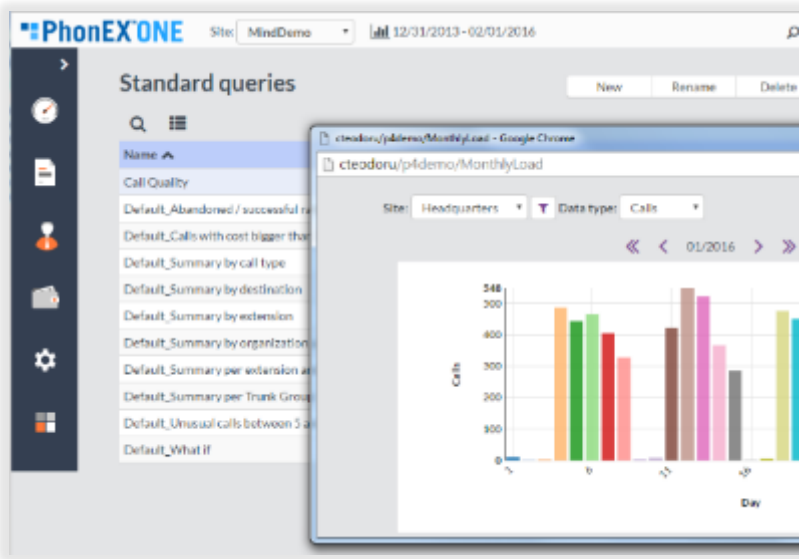
An Application Easy to Work With

PhonEX ONE is a true **web-based** analytics solution that enables managers and users to conveniently configure, administrate and access their telecommunication system whenever and wherever necessary. PhonEX ONE provides multi-level policy rights, allowing managers to run company wide, location or department reports while employees can only view their personal data. A simple and intuitive fly-out vertical menu bar layout offers better navigation through the existing sub-menus on any screen size (by effectively using the monitor space) and on any browser available on the market.



PhonEX ONE can be used in multinational, global organizations since it easily adapts to local currencies and languages. Nine international languages are available in PhonEX ONE but any additional language can be added if specifically required. PhonEX ONE can configure each site and tariff company with local currency parameters, and can generate reports in two currencies simultaneously, fulfilling the multisite environment in different countries.

PhonEX ONE provides end-users with **better experience and control over the application**, giving them the possibility to be time-efficient at the same time. The **Dashboard** interactive interface provides quick information about system sanity and status, real-time statistics (calls in progress) while the graphical representation of system data offers the flexibility to analyze and interpret the most important elements in the system.

The **Monitor Widgets** are an essential mechanism to audit and control the system's behavior and to observe the system's faults the minute they happen. The monitor displays the real time status of different system elements, providing information on disconnections, errors, processes and all other changes in the system. Whenever a problem occurs, it is immediately shown on the monitor.

PhonEX ONE is a **PBX independent platform**, integrating with various network communication equipment including Unified Communications distributions, IP PBXs, hybrid systems and traditional PBXs. Capable to offer in-depth analysis of every session types specific to UC (instant messaging, conferencing, response group, audio and video), PhonEX ONE can also accommodate VoIP PBXs, cellular activity and carrier data traffic.

Seamless Reporting Experience

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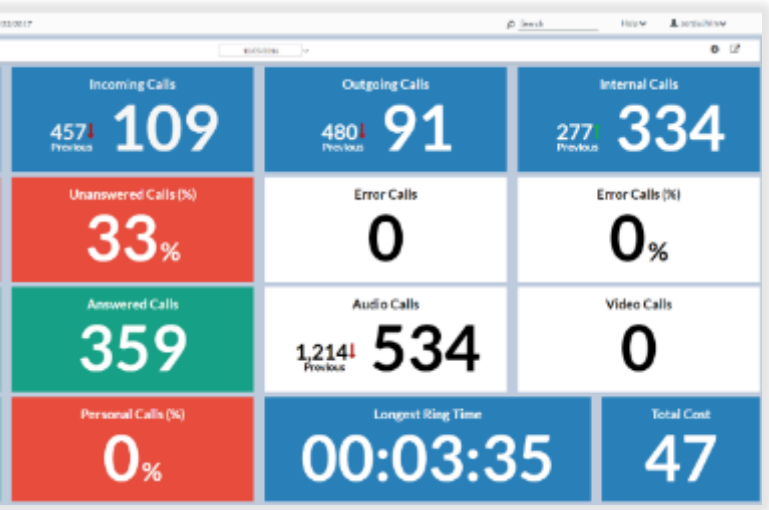
PhonEX ONE offers a series of advanced features that facilitate report production and viewing. PhonEX ONE produces quick and clear reports on almost every aspect of the communications system and time resolution, tailored to suit individual needs. PhonEX ONE provides full or partial monitoring capability of telephone, fax and modem usage for the entire enterprise. Whether minute-by-minute updates, monthly reports or data on long-term usage patterns are required, PhonEX ONE supplies with this information. Reports can be produced for any hierarchical level of the enterprise and can be presented in detailed tabular form with summary and graphical options.

Interactive and Productive Analytical Dashboard

Taking the right decision and offering a professional response to customers in a timely manner is essential in today's global unified communications environments. PhonEX ONE's intuitive Dashboard offers easy-to-interpret information about organization's call patterns and provides business users with an at-a-glance and relevant perspective on the current status of their business. The Dashboard is an interactive and feature-rich graphical representation of system data that offers users the flexibility to analyze and interpret the most important elements in their system in order to improve business analysis and decision-making.

PhonEX ONE Dashboard gives users the ability to create completely personalized and straightforward layouts using predefined sets of data widgets which allow drag & drop, resize operations and color modifications. The data is presented in tables and graphs and can be easily filtered according to users' requirements in order to load only relevant call information. Each layout can be visualized in an independent dashboard window allowing the user to easily combine and interpret relevant UC information concerning business' KPIs.



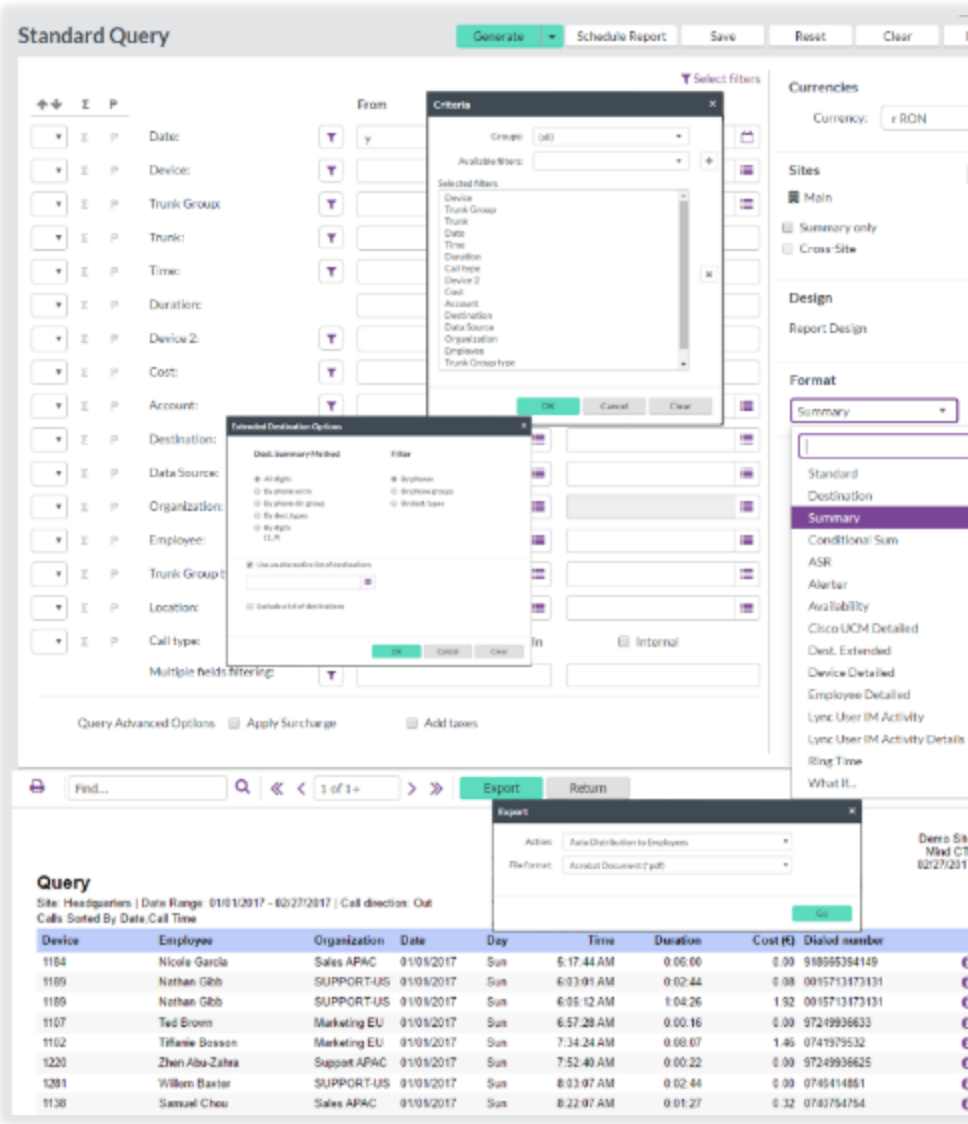
Whenever the 'at-a-glance' perspective is not satisfactory, the "drill down" reports generated directly from the widget provide a deeper insight of the situation, highlighting anomalies and unprofitable business areas.

Monitoring the system KPIs becomes easier with the help of a wallboard interface build in order to evaluate and alert on core application's metrics, such as: number of incoming/outgoing/answered/missed calls, network session details (MOS, Jitter, Latency, etc.), contact center SLA (missed/answered events)
and real-time data.

Query generator

PhonEX ONE includes a comprehensive list of pre-defined reports and user-defined reports that are thought to cover user's basic needs but for those situations when a completely customized report is required, a flexible reporting tool allows the user to create an unlimited number of custom reports with exactly the information required (over 15 template report formats and more than 300 available fields).

PhonEX ONE query generator is a fast and flexible reporting instrument that helps the user to select the required data, decide how the data is going to be sorted & summarized and to choose the format of the report. Users are provided with the ability to store and re-use their own custom queries, to schedule reports to automatically run at different frequencies, to define customized report layouts, to export information to various external systems in many possible formats or to automatically distribute it to all parties that appear in the report (employees, departments).



Built-in Reports

PhonEX ONE's standard pre-defined reports have been designed following a close consultation with customers. These reports are meant to show the call costs of a department or employee, the most frequent called destinations, details about the activity of each employee monthly call activity reports and tops. Additionally, a user-friendly interface allows report formats to be created according to specific user needs.

PhonEX ONE offers a series of advanced features that facilitate report generation and viewing, being able to produce quick and clear reports on almost every aspect of the communications system and time resolution, tailored to suit individual needs. All reports can be, automatically or manually, delivered in several formats via email, exported to a file or printed. Most of the standard reports offer graphical representation options in order to provide a more meaningful illustration of the reports data and make it easy for users to observe comparisons, patterns and trends.

Find... 1 of 1 Export

08/01/2016

Site: Headquarters

Call Details For Employee Radu Donahue

01/01/2016 00:00 - 08/01/2016 23:59

Date	Day	Time	Duration	Cost (€)	Type	Dialed number/CLID	Destination
Device 1163							
01/12/2016	Tue	7:45:30 AM	0:00:00	0.00	OA	97249936625	
01/12/2016	Tue	11:57:00 AM	0:00:00	0.00	OA	97249936625	
01/13/2016	Wed	8:45:35 AM	0:03:36	0.12	I	49936682	
01/13/2016	Wed	8:58:44 AM	0:00:45	0.04	O	97249936662	
01/18/2016	Mon	1:11:36 PM	0:09:01	0.30	I	49936682	
01/18/2016	Mon	1:29:36 PM	0:03:06	0.10	I	49936682	
01/18/2016	Mon	1:51:30 PM	0:06:56	0.23	I	49936682	
01/18/2016	Mon	2:25:51 PM	0:07:10	0.24	I	49936682	
01/19/2016	Tue	8:00:05 AM	0:03:07	0.10	I	49936682	
01/19/2016	Tue	9:49:42 AM	0:01:04	0.04	I	49936682	
01/19/2016	Tue	11:39:32 AM	0:01:52	0.06	I	49936682	
01/25/2016	Mon	11:12:55 AM	0:02:40	0.09	I	49936682	
01/27/2016	Wed	9:02:34 AM	0:07:23	0.25	I	49936682	
01/28/2016	Thu	9:23:18 AM	0:00:00	0.00	OA	97249936625	
01/28/2016	Thu	10:11:02 AM	0:00:00	0.00	OA	97249936654	
Total for 1163, Marketing EU, Radu Donahue							
				1.57	for 15 Calls		
Total outgoing calls			0:00:45	0.04	for 5 Calls		
Total incoming calls			0:45:55	1.53	for 10 Calls		
Total for Employee Radu Donahue							
			0:46:40	1.57	for 15 Calls		
VAT		24.00%:		0.38			
Grand Total				1.95			
Total business calls			0:46:40	1.57	for 15 Calls		
Total personal calls			0:00:00	0.00	for 0 Calls		
Zone 1			0:00:45	0.04	for 5 Calls		

Full Summary Reports for the entire enterprise or for any one of the enterprise's depart-ments/ hierarchy levels can be generated in a few of seconds, including fixed monthly costs for extensions and taxes as defined by the user.

Location Summary report includes all telephone calls for a selected location (or the entire enterprise) and all the calls that are associated with employees linked to a location.

Account Summary report delivers a summary of the activity of all the defined accounts and includes a graphical representation of the report data as a bar chart.

Monthly Activity report details the call activity (cost, calls and hours) per month, beginning with the last month in the report and going back a designated number of months. An average of the months is also listed.

Organizational Monthly Activity report shows the call activity per month, beginning with the last month in report and going back a designated number of months for each of the designated levels of the report.

The **Employee Details** report provides a detailed listing of all the outgoing and incoming calls for a specified employee. The report has two formats: Call details and Totals. The Call details report is an extended report that displays all call details, while the Totals report is a summary report that displays one item per page.

Account Details is a report which provides details of all the defined accounts, the calls placed on every account and a report about the budget of each account

The **Itemised Bill** detailed report has been designed to be used as a monthly bill for enterprise employees since it provides basic traffic calls per employee, such as: date and time of placed call, duration, rate per minute and call charge.

Export | Return | View Chart

Find... 4 of 15

02/11/2016

Site: Main

Cost Distribution By Employee for Department 14 Eastern Europe

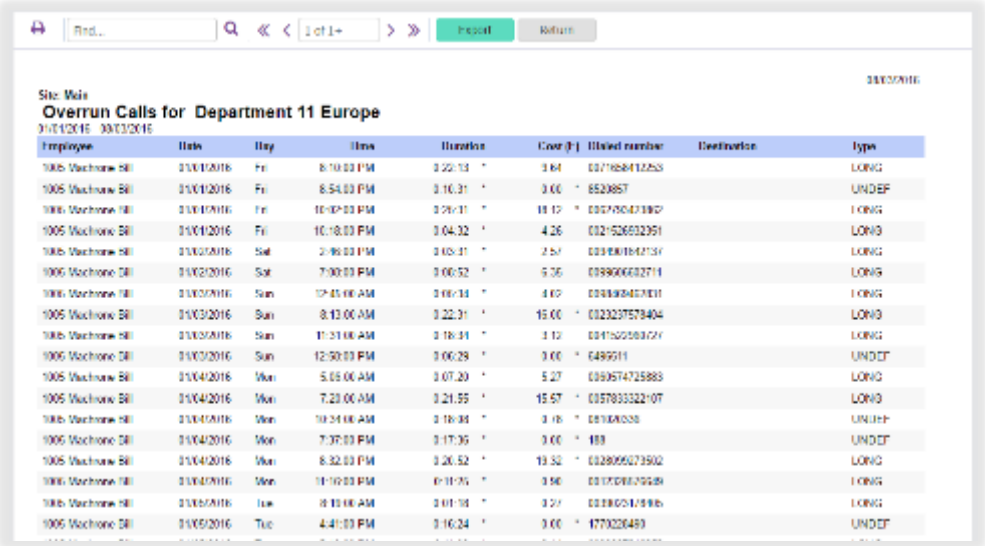
01/01/2015 - 12/31/2015

Employee		AREA Minutes	AREA Cost (E)	LOCAL Minutes	LOCAL Cost (E)	LONG Minutes	LONG Cost (E)	Other Minutes	Other Cost (E)	Total Cost (E)	Percent (%)
10047	Gomes Maria	0	0.00	57	5.23	93	107.98	61	0.00	113.22	2.09
1007	Ricciardi Sal	0	0.00	43	1.70	89	60.69	57	0.00	62.39	1.15
1008	Stinson Craig	0	0.00	48	4.29	37	32.98	90	0.00	37.27	0.69
1009	Rubenking Janet	0	0.00	60	3.65	180	151.74	112	0.00	155.39	2.86
1021	Finnegan Fran	0	0.00	30	1.17	76	76.01	65	0.00	77.18	1.42
1022	Rodis Costa	0	0.00	28	0.86	76	49.39	83	0.00	50.26	0.93
Total		0	0.00	266	16.91	551	478.79	468	0.00	495.70	9.13

The **Cost Distribution by Department** report includes the percentage of the total call cost as distributed among the different levels of an enterprise, sorted by division and department. The Cost Distribution by Department report includes a graphical representation of the data as a bar chart.

Cost Distribution by Employee/ Device report shows the percentage of the total call cost as distributed among the employees/devices within a department. It also shows the percentage of the total call cost as distributed among destination types for a single employee/device. The report can be visualized as a pie chart that includes one organization unit per page and displays all the destination type entries from the report.

Service Cost Distribution shows both service cost distribution and unused devices (that have no calls but have services assigned).



Overrun Calls delivers up-to-the-minute information on the specific employees that exceed the established user-defined limits

Undefined Accounts allows the user to access a summary of the calls made on accounts that have not been defined in the system.

The most widely used devices (in terms of duration, number of calls) or the most expensive ones become available for further investigation in the **Top Employees/Devices** report which allows generating either a top employees or a top devices report. The calls are sorted by duration, cost and number of calls and grouped by device, employee, employee-device, employee-unit or by employee-device-unit.

Top Destinations report shows the destinations most extensively called in an enterprise or the most expensive ones and additionally offers the possibility to choose the entity that will be regarded as destination - Dialed Numbers, Destinations (Phones), Destination Groups (Phone Groups) or Destination Types. The drill-down reports take into consideration the assignments that can exist between an employee (device) and various devices (employees), organization units or both devices and organization units for the drill-down destination number

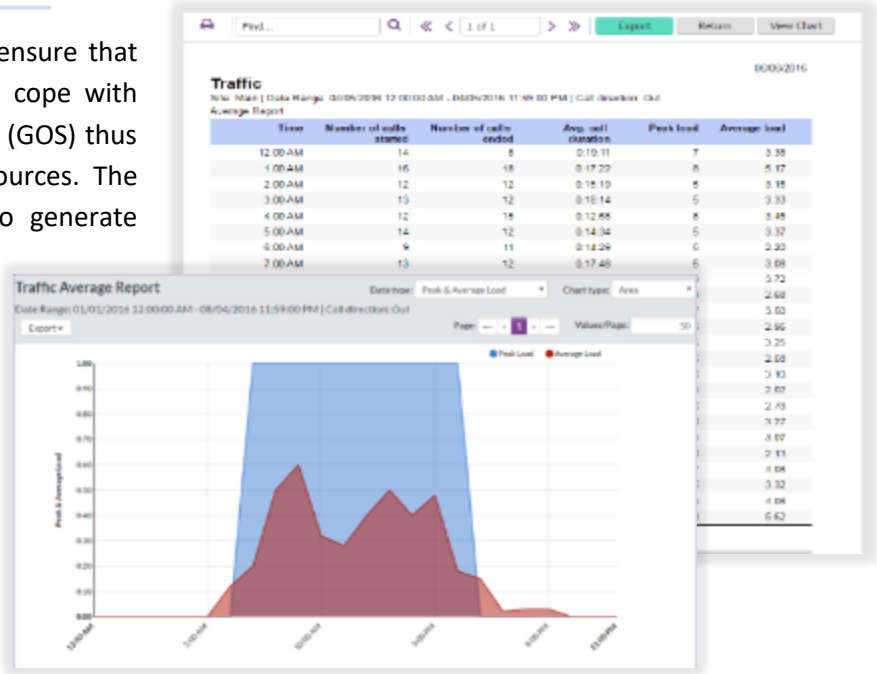
The **Unused Devices** report displays the devices that were only used for certain call types; it includes mainly information on devices and employees, while also showing the devices that were not used on a given time period. No other standard report provides information about these devices. The report offers the possibility to easily see all the devices, along with the employees they belonged to, that are not used (have no calls at all) or that were only used for certain call types.

The **Undefined Devices** report can be used in order to find new devices installed on the IP PBX which have not been defined in PhonEX ONE yet, as it shows a summary of calls on all the devices within the system that have not been assigned to any department.

The **Trunk Group Trends** standard traffic report and chart include the possibility to highlight peak values that exceed certain threshold ranges defined by each user, in order to provide more relevant information that allows them to create analysis and take decisions.

Traffic Analysis Reports

The **traffic analysis functionality** helps ensure that the existing network infrastructure can cope with heavy loads for a given Grade of Service (GOS) thus eliminating the over/under-utilized resources. The Traffic Module offers the possibility to generate custom, easy-to-read reports that are used to monitor and analyze loads, utilize and optimize bandwidth and make decisions on required or redundant network resources using four different types of reports: Daily, Peak, Average and Sizing.



The traffic query generator delivers up-to-the-minute reports on the organization's telephone use (average and momentary loads of telephone lines), reports that analyze call traffic according to any specified time segment, desired parameters or sorting method, while Matrix Queries can be used in order to generate table-like reports and graphs matrix that provide the ability to view multiple data series in a single chart and allow quick comparisons between different system entities.

PhonEX ONE Integration with Cisco

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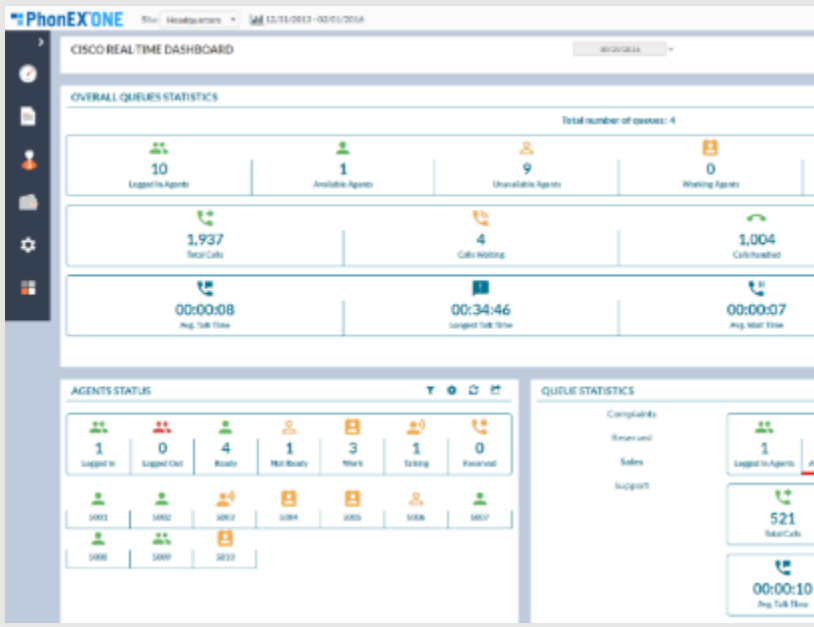
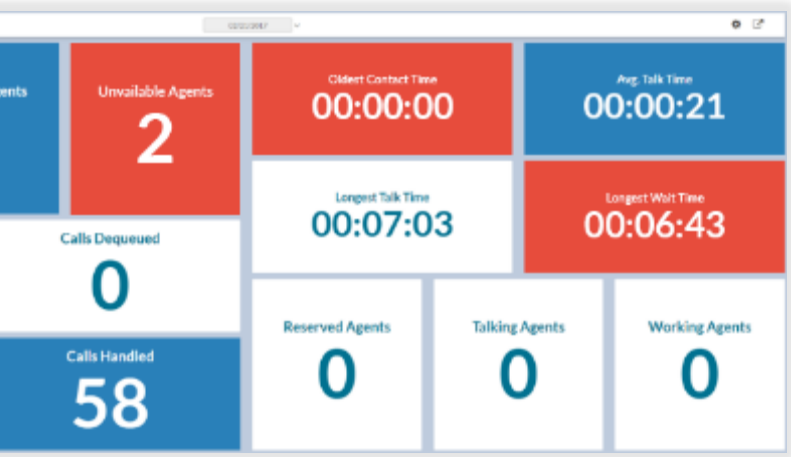
Real-time Management for Contact Centers

Assessing the effectiveness and efficiency of a call center becomes very easy using PhonEX ONE's dedicated sets of wallboards and dashboards for both real-time and historical data that are focused mainly on easing contact center management and offering complete transparency on agents'/queues availability and commitment.

It is essential for managers to easily verify if the allocated human resources (agents) can cope with peak telecom traffic during the busy working hours in order to take the right decisions for their business. PhonEX ONE offers the capability to create personalized data dashboards by combining tables, graphs and mini-widgets for easy visualization of complex information concerning Key Performance Indicators (KPI data) within any business.





Cisco UCCX wallboards and dashboards present valuable statistics (based on real time events) for expense monitoring, resource allocation, response levels, gateway capacity or any other data collected by the system, offering the possibility to show evolution of data and alert on unfavorable situations:

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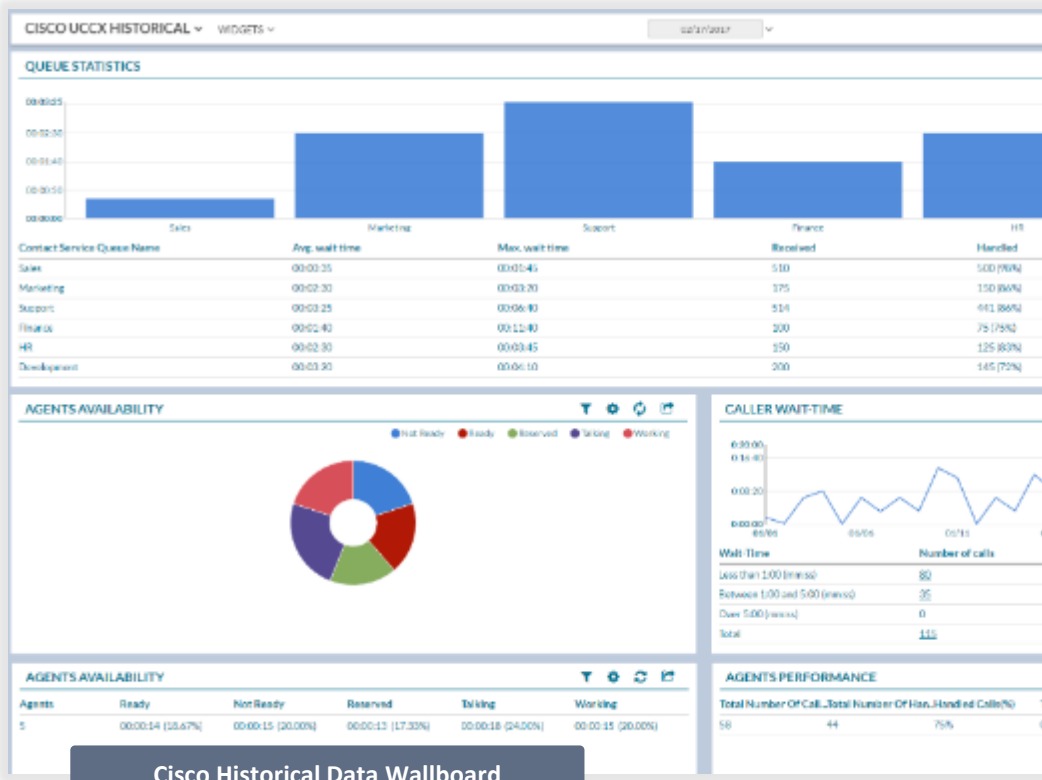
Cisco UCCX Reports and Dashboards for Historical Data

In addition to the real-time management of agents and queues activity, PhonEX ONE provides also reports and dashboard screens including representation of UCCX historical data available for detailed review and analysis of call center agents and queues performance.

PhonEX ONE's **Cisco historical data wallboards** allows users to display call center metrics from any specified time point, filtered and highlighted as to allow documented business decisions based on comprehensive data such as call volume, service level, handle time, abandonment time and wait time

Widgets like **Agents Performance** and **Agents Availability**, for example, offer a comprehensive image of the way agents deal with the load of offered calls and a perspective on the agents' performance and productivity, while the **Caller wait-time** widget informs supervisors about the average time spent by customers in a queue until their call is answered by one of the agents.

PhonEX ONE's Cisco specific reports are meant to complete the management of call centers' activity since they make Unified Communications Manager and UCCX historical data available for detailed review and analysis of **agents** and **queues performance**.

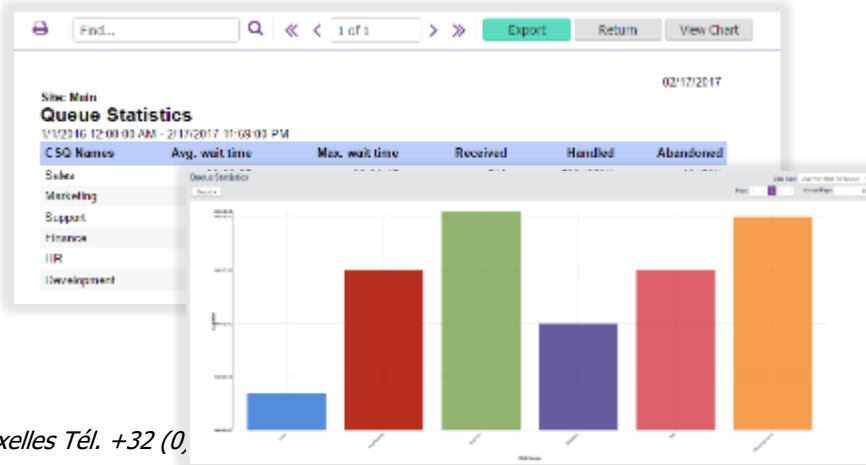


Cisco Historical Data Wallboard

The **Caller wait-time** report shows aggregated statistics about calling and called parties, date and time, the resolution of each call type as well as the wait-time for each call included in the selected time interval.

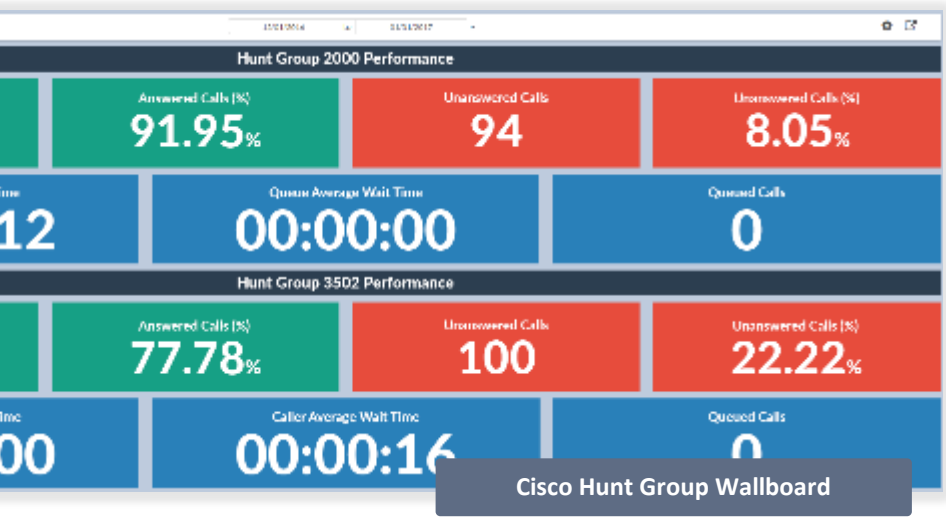
Queue Statistics report summarizes information on the UCCX contact service queues and provides a good overview of the calls received in each queue and how many of these have been answered or abandoned. In addition, it offers information on the average and maximum wait time for each of the contact service queues.

Along with the build-in set of reports, PhonEX ONE offers also unlimited reporting options on all Cisco CDR fields available in queries (for filtering, sorting and summarization) and user defined formats (for creating personalized report formats).



Cisco Hunt Group - Historical Reports & Wallboard

PhonEX ONE is able to analyze the incoming events in order to provide performance statistics for all Cisco Hunt Groups/ Hunt Pilots (representing the most effective and cost-free Contact Center solution from Cisco UCM). The Cisco Hunt Group specific wallboard can give the enterprise's operational staff an at-a-glance view of missed opportunities, lengthy queue time as well as additional statistics on agents' activity:



Cisco Hunt Group Wallboard

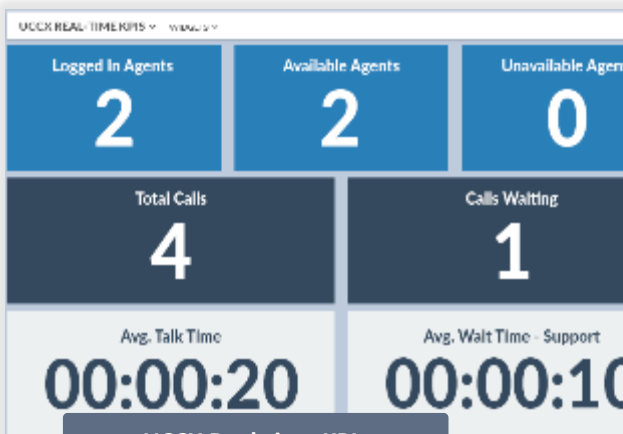
Summary/detailed reports on Cisco Hunt Pilots provide statistics on the total number of calls that have been dialed by the external party to a specific hunt pilot (in a specific time interval) - split into answered and unanswered, caller's average wait time and queue average wait time, along with detailed information about the caller, duration of the call, caller and queue wait time, call type and resolution, and agent that answered the calls

Cisco UCCX KPIs (Historical and Real-time)

These widgets represent the best solution for calculating & displaying both real-time and CDR data for Cisco Unified Contact Center empowering business users and supervisors to review all important key performance indicators (KPIs) for each separate team at one glance.

Cisco UCCX KPI widgets based on historical data offer the possibility to measure all agents' performance in terms of Number of alerted/presented calls, Number of handled calls, Handle Ratio, Total Talk-time, Average Talk-time, Total work-time, Total hold-time and easily identify which agents are performing well, and which ones need additional help or resources.

The **Cisco UCCX Real-time KPI** dedicated wallboards can be built for call center executives to get an insight into real-time contact center statistics for each of the available queues, and may include information about Logged In Agents, Available Agents, Unavailable Agents, Total Calls, Handled/Abandoned/Dequeued Calls, Average Talk/Wait Time, Longest Talk/Wait Time, Calls waiting, Working Agents, Talking Agents, Reserved Agents or Oldest Contact Time.



UCCX Real-time KPIs

PhonEX ONE Integration with Skype for Business

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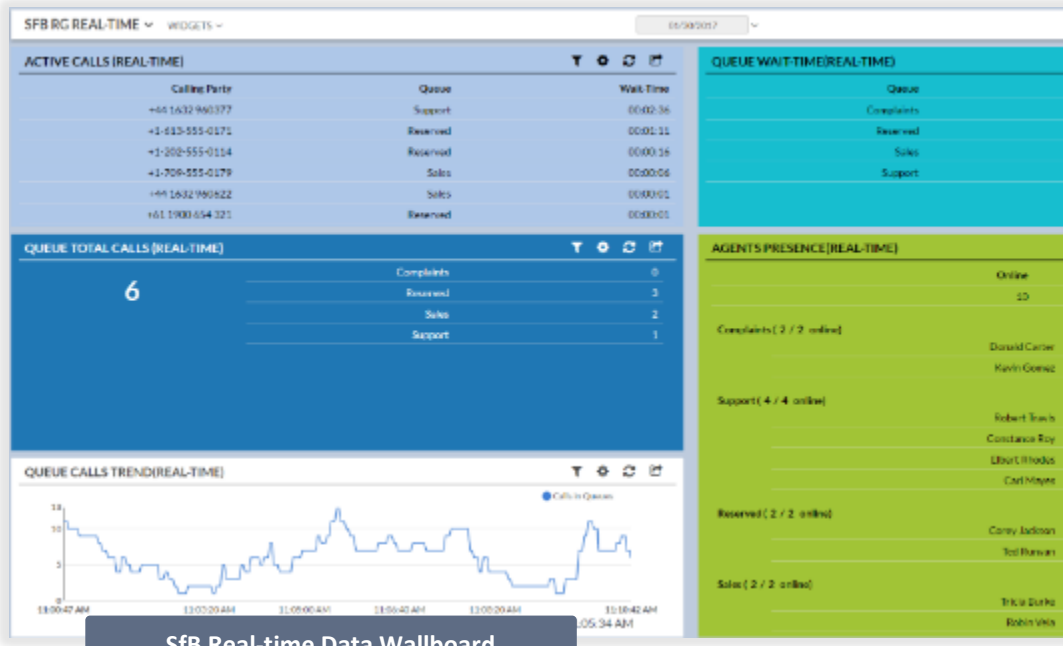
Real-time Management for Microsoft SfB Contact Centers

Microsoft Skype for Business allows access to real-time UC resources on top of call detailed records information. PhonEX ONE captures the built-in Microsoft contact center events (workgroups) and makes them available for response group supervisors to have an overview of how agents deal with call response SLA.

SfB real-time dashboards and wallboards can be efficiently combined to provide valuable information on:

- **Number of in-place calls** (per entire organization or split by queues), with or without option to highlight exceeded thresholds (number of calls exceeds X)
- **Available resources**: logged-in/logged-out agents as well as their presence status (available, in a call, busy)



SfB Real-time Data Wallboard

- **Details for queued calls** (calling and called party, wait-time)
- **Trend statistics for active session** (from the moment the dashboard is opened)
- **Active conference sessions** (number and type of conference sessions, number of participants, connected participants, max. no. of participants per conference and longest participant join)
- Customers average wait & peak time, average call duration, longest call
- **Busy agents/extensions**

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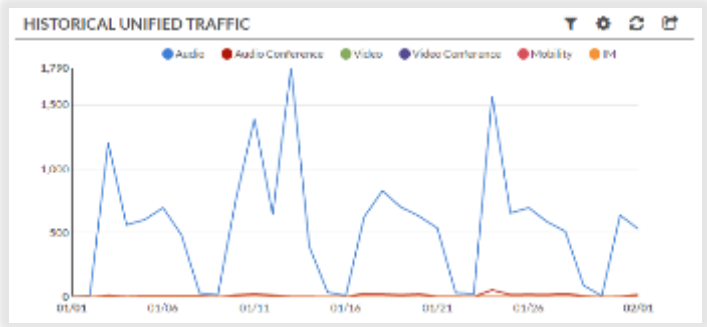
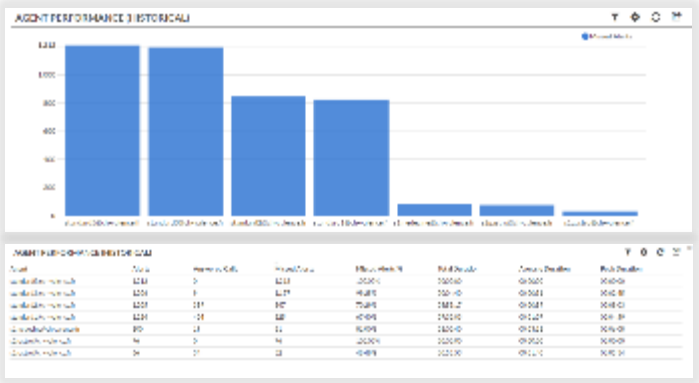
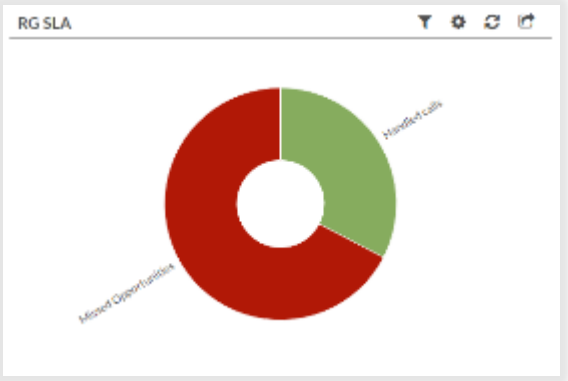
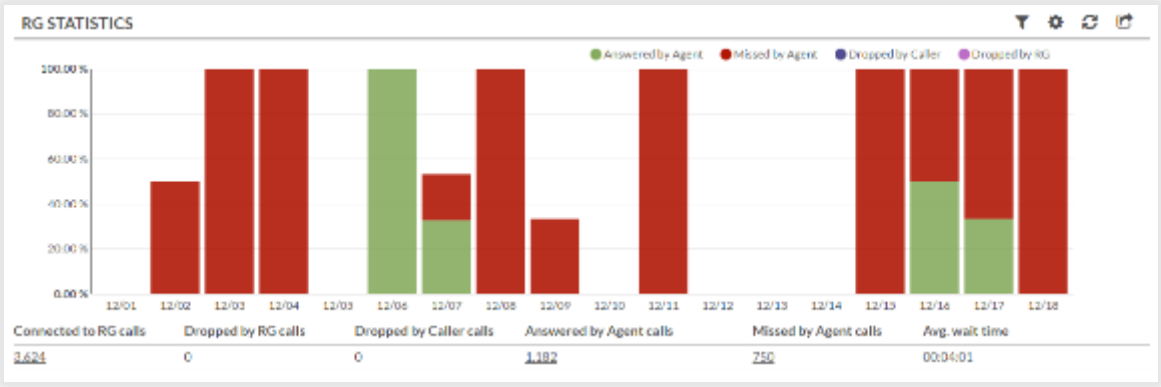
Skype for Business Dashboards and Reports for Historical Data

Special **Skype for Business Historical Data Widgets** will easily provide statistics about each agent's or the entire response group's performance, as well as response group details on number of calls that successfully reached or failed to reach the RG, calls received by RG and dropped/ abandoned by the caller, number of calls answered/unanswered by any agent and the average wait time until an agent answered.









A list of **reports specific to MS Skype for Business and Lync 2010/2013 environments** can be used in order to provide statistics and details about incoming sessions to response groups, Microsoft SfB/Lync Conferences scenarios and calls that for different reasons reach the user's voicemail.

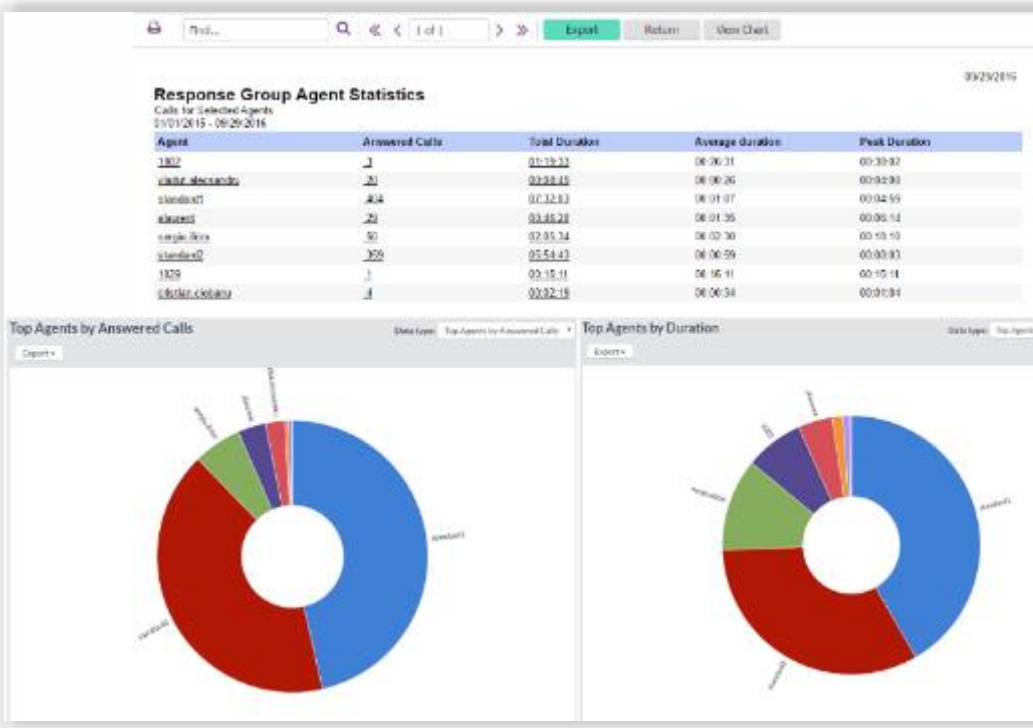
Response Groups Statistics/Details reports provide summary information on the number of calls received by response group numbers, number of calls offered to agents, answered/ unanswered by agents, the percentage of missed calls as well as wait time details; moreover, from the summary format, the user has the option to go to detailed mode where calling/called party, date and time of calls, alerted agents and agents that picked up the calls information is available. These reports are visible only if the Traffic license is enabled.

Conference Statistics/Details reports give PhonEX ONE users information about the number of conference sessions, cost, number of conference sessions with VOIP AV and the total call legs duration, number of conference sessions with PSTN participants and the total call legs duration, as well as details for chat, application sharing, number of exchanged messages, number of participants and the number of unique organizers. The detailed version of the report presents conference call legs details, such as: the conference organizer, participants, dialed-in numbers, when did the user join and for how long, call legs cost and calls direction.

The **Agent Statistics/Details reports** offer details about how agents handle the received calls.

Conference by Front-End Pools report displays information about the call distribution by pools.

Voicemail Calls report provides statistics/details (useful for both the caller and the called user) about all the sessions that for different reasons reach the user's voicemail: events sent directly to VM, indirectly sent due to busy/do not disturb/unanswered or redirected by response groups. All the calls can be tracked by business/ non-working hours as well.

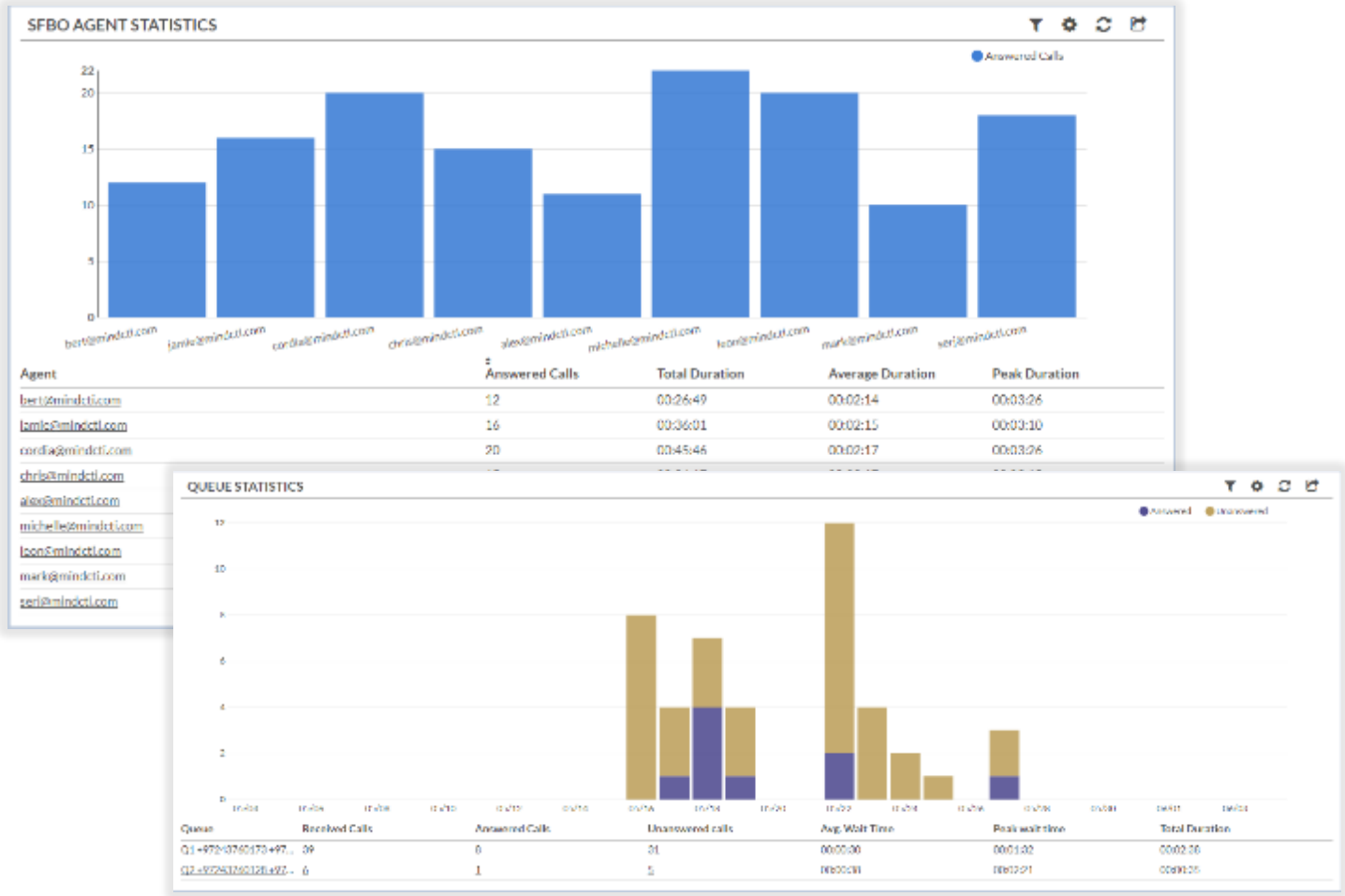


Calls Flow report tracks all the calls and the manner they are routed from the moment they are received by Skype for Business/Lync until getting disconnected. Statistics for wait time (summary and detailed), unanswered/answered sessions (by type – Response group or user related; by routing method – directly missed/answered, sent to VM/supervisor/mobile) are also available in this report.

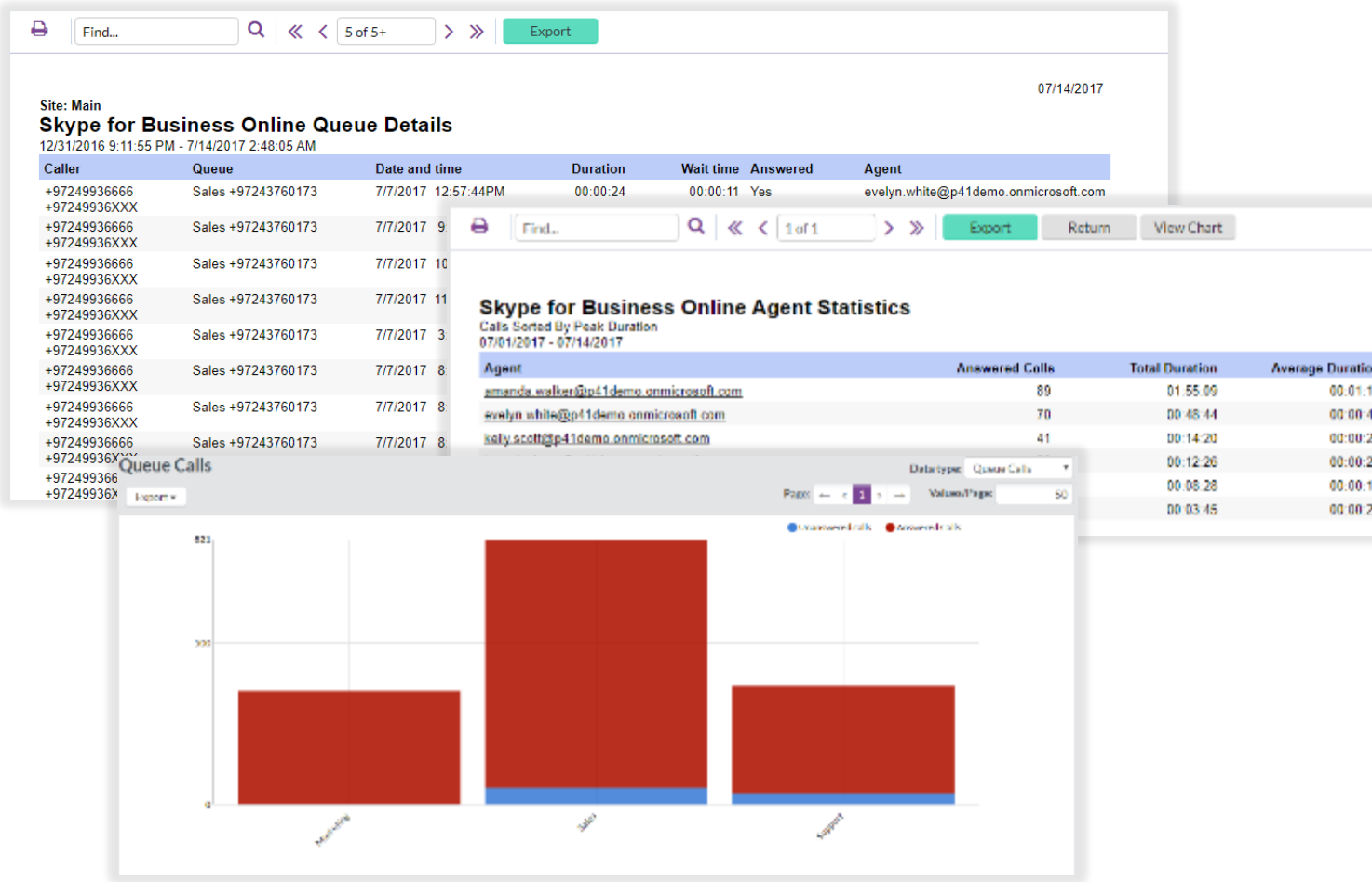
Skype for Business Online Widgets and Reports

Skype for Business can generate vast amounts of valuable data about calls and conferences, which can be exploited and analyzed using specialized PhonEX ONE reports in order to improve resource and responsibility allocation, pinpoint areas requiring improvement and easily interpret key data and patterns on your Skype for Business and Skype for Business Online usage.

Skype for Business Online Historical Dashboard solution gives users the option to obtain statistics on auto-attendant/ queue/agent performance, such as: answered or missed opportunities, caller experience and promptness in finding a resolution for incoming requests. The SfBO Widgets are the easy way for both agents and supervisors to analyze each agent's performance during a certain period.



The ***Queue Statistics/Details*** and ***Agent Statistics/Details*** reports provide statistics for agents that are part of a queue (e.g. calls based – total number of answered calls; duration based – total duration/ average duration/ peak duration/ average speed of answer) or call by call agents' traffic, including the agent who answered the call, queue details, external calling party number, date and time, as well as call duration and wait time.



Attendant Console Reports

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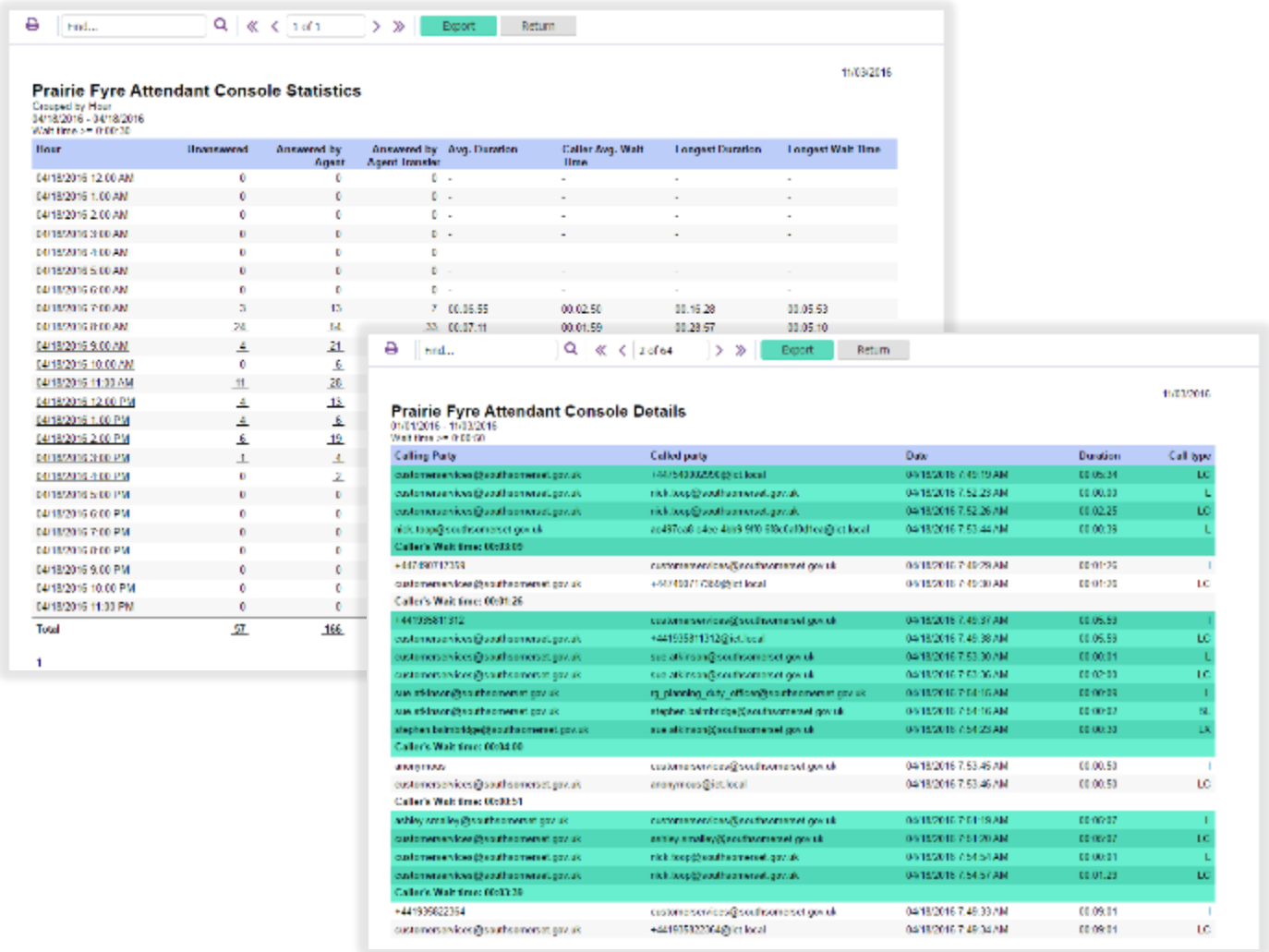
Prairie Fyre Attendant Console Reports

The Attendant Console Statistics/ Details reports are meant to offer statistics/details for the Prairie Fyre Attendant Console and have been designed to cover all the scenarios that are possible in a Lync environment that is interconnected with an auto-attendant platform.

The two reports provide information about the number of unanswered/ answered sessions (by agent or other resource) performed within a specified date, average duration for all reported calls, average time spent by caller until is connected to an agent, longest call duration and longest call time.

The Attendant Console Statistics report provides information about the number of unanswered/ answered (by agent or other resource) sessions performed within a specified date, average duration for all reported calls, average time spent by caller until is connected to an agent, longest call duration and longest call time.

The Attendant Console Details report displays details for each call included in a scenario, including the user/phone number of the calling and called party, date and duration of the call and the type of each call.

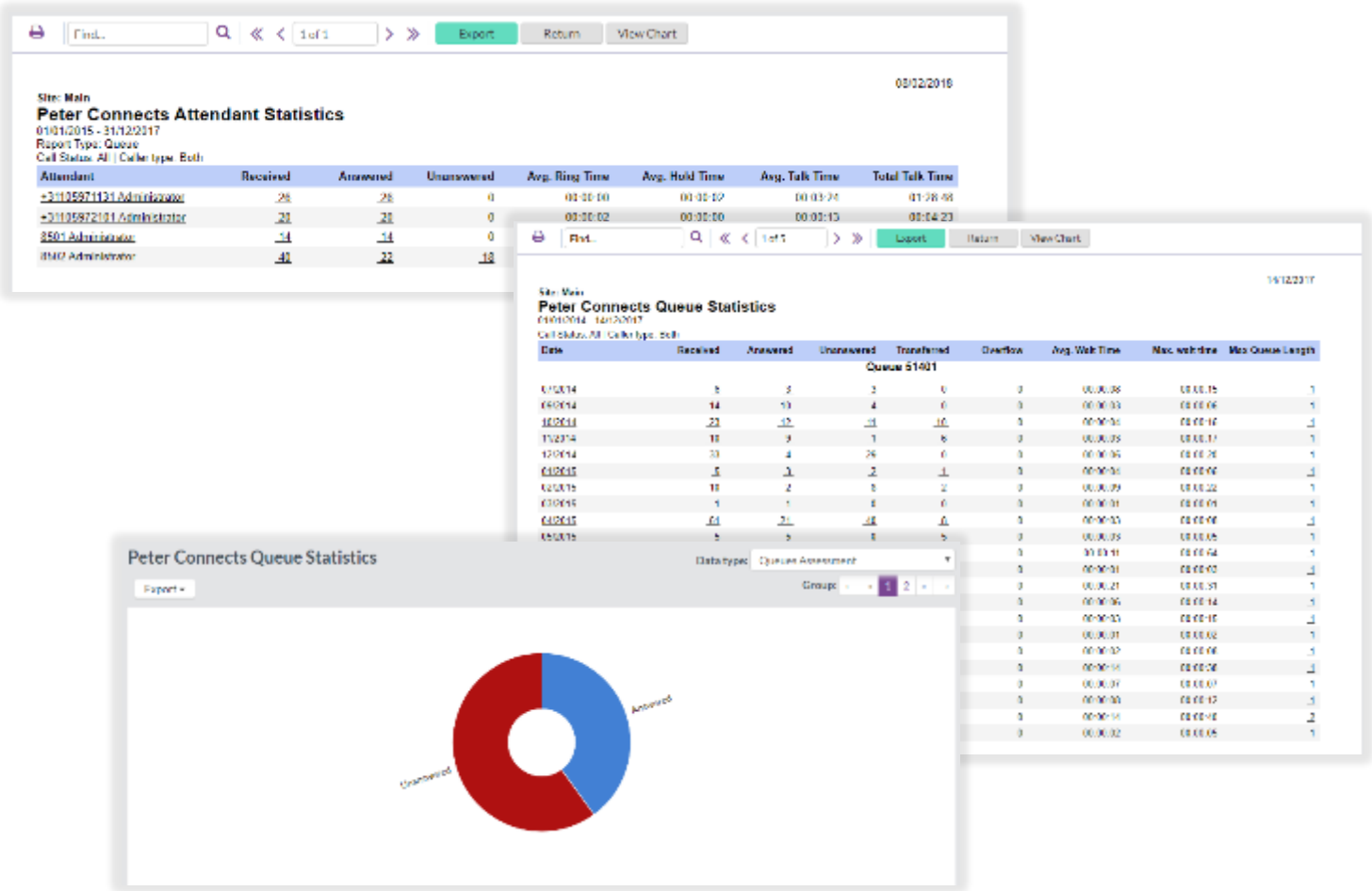


Peter Connects Attendant Console Reports

This set of reports can be used for measuring the performance of the JDM (Peter Connects) attendant console in terms of missed & answered calls per route point, wait-time in the queue, duration and overflow scenarios. All the information can be analyzed from the attendant (agents/ devices/operators), caller and route point's perspectives.

Attendant Performance Reports - Four report formats are meant to provide details on the traffic that reaches attendants (directly or through a route point) or was initiated by them (direct outbound calls from agent to internal/external callee).

The Attendant Statistics report presents information about the attendant/operator commitment in handling all types of requests: direct calls to operator, direct calls from operator to external parties, calls buffered in queues before being picked-up by them, as well as information on the operator's availability (number of logins, login time and idle period). The Attendant Details report provides details about the calling party, attendant (agent/operator) dealing with the call and its ring-time, the alerted queue and its wait-time, as well as each call's time, duration, hold-time and status.



The Queue Statistics report offers users the option to be informed about the way the incoming traffic is handled by attendants and to analyze each caller's experience while the Queue Details report provides details about the calling party, queue, tenant, as well as each call's date and time, wait time and status.

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Quality Call Monitoring

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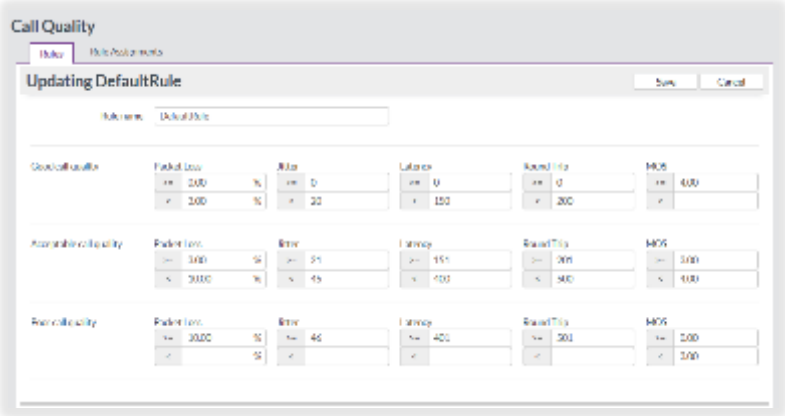
A good management wants to be sure that the business is operating as effectively as possible and that the end-customers are satisfied with the promptness and quality of the service they receive. PhonEX ONE provides contact centers with effective call quality monitoring options (meant to measure the end-user experience when using the common unified communications platform features) that help them ensure that customers are given the best quality experiences.

All unfavorable user events are analyzed by PhonEX ONE based on the network and application characteristics (Jitter, Latency, Packets Loss, Bandwidth, MOS, Codecs and Transmission Environment) and offered for easy analysis in reports and wallboards allowing system administrators to pinpoint spikes of choppy communication and even dig into more details.

Quality Dashboard Widgets can offer multiple series comparisons between good, acceptable and poor calls and offer a quick view on problematic network areas by analyzing the most important characteristics that impact on the communication quality (Jitter, Latency, Packets Loss, etc.).

Note:

Call Quality Monitoring is now available only for Cisco and MS Lync but it can be applied for all platforms that are capable to send QoS data (MOS, Jitter, Packets Loss, Latency, Roundtrip) in their CDRs.



A good call quality management begins with an elementary, yet essential question – what is a “good call” and what is a “bad call?” PhonEX ONE offers a dedicated built-in interface for personalizing the thresholds to be used for classifying audio calls (as good, acceptable or poor based on existing RFC/ ITU recommendations) in order to be accurately informed about the internal/external communication quality.

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Site: Headquarters 03/08/2016

Call Quality Details

01/01/2016 - 01/31/2016
Call direction Out, In, Internal

Device	Date	Day	Time	Duration	Cost (€)	Dialed number	Call Quality
2001	01/01/2016	Fri	9:53:12 AM	0:00:04	0.04	740229926	Poor
1315	01/01/2016	Fri	8:41:08 PM	0:02:23	0.06	90771263995	Poor
2001	01/03/2016	Sun	2:06:56 PM	0:00:04	0.00	8008164793	Poor
1548	01/04/2016	Mon	8:43:53 AM	0:01:18	0.07	90017128242428	Poor
1548	01/04/2016	Mon	8:49:13 AM				
1548	01/04/2016	Mon	8:49:54 AM				

Call by Call quality details
(MOS and other key metrics for all involved endpoints)

Site: Headquarters 03/08/2016

Call quality statistics

01/01/2016 - 01/31/2016
Call direction Out, In, Internal

Call Quality	Calls	Duration	Cost (€)
Poor	644	8:55:09	27.43
Acceptable	65	6:31:56	10.34
Good	2,191	288:29:07	360.47
Total for 2,900 Calls			

Quality Statistics per device & gateway

Quality of Service (QoS) specialized reports are the most efficient instrument for identifying the voice quality problems by offering quality statistics per device/gateway, call by call quality details and punctual or detailed data presentation. The correct identification of the problem represents the guarantee of the most appropriate and effective solutions.

Find... 1 of 1 Export Return

08/08/2016

Query

Site: Main | Date Range: 01/01/2016 - 08/08/2016 | Call direction: Out, In, Internal
Calls for Device 1162 | Sorted By Date,Call Time

View Point	Device	Dialed number	Date	Time	Duration	MOS	Sent Packets
1162	1162	1107	01/29/2016	3:43:00 PM	0:03:05	4.50	2341
1107	1162	1107	01/29/2016	3:43:00 PM	0:03:05	4.50	2338
1107	1162	1107	01/29/2016	3:43:00 PM	0:03:05	4.50	5959
1162	1162	1107	01/29/2016	3:43:00 PM	0:03:05	4.50	5962
1107	1162	1107	01/29/2016	4:02:23 PM	0:00:58	4.50	2887
1162	1162	1107	01/29/2016	4:02:23 PM	0:00:58	4.50	2890
1162	1162	1132	01/29/2016	4:05:35 PM	0:00:37	4.50	1863
1132	1162	1132	01/29/2016	4:05:35 PM	0:00:37	4.50	1866
1107	1162	1107	01/29/2016	4:39:39 PM	0:01:25	4.49	4252
1162	1162	1107	01/29/2016	4:39:39 PM	0:01:25	4.50	4254
Total for 10 Streams						4.49	34,612

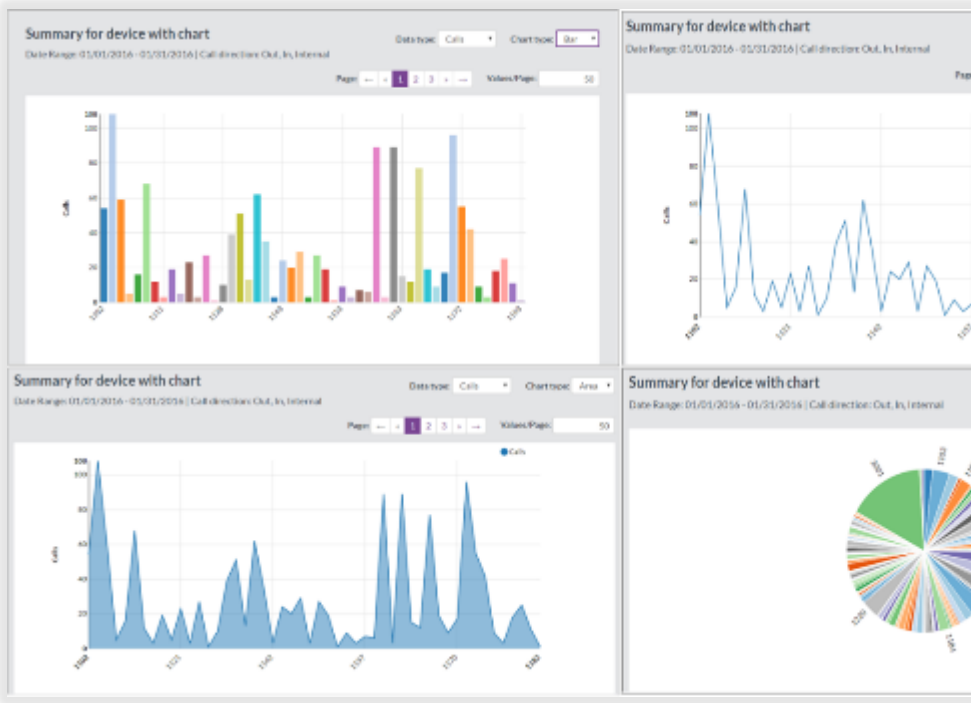
Reporting - Advanced Features

PhonEX ONE features a powerful report generator providing up-to-the-minute customized report layouts and interactive graphs giving a total, centralized view of communication networks, allowing a comparative call and data analysis, strategic planning, auditing and reconciliation of the communication resources

Graphical Representation of Data

An accurate graphical representation of report data provides a quicker understanding and avoids time wasted with browsing through huge tabular reports. PhonEX ONE's graphical reports are both concise and eye catchy, and are meant to offer business executives an at-a-glance perspective in order to make quick decisions or to quickly raise the attention of employees in any organization.

The charting feature is present in most PhonEX ONE reports (all reports in summary format and the majority of the standard reports) and includes four styles: vertical bar chart, area chart, line chart and pie chart.



The graphical representation of the reports is opened in a new separate window that offers users the possibility to print, email or export the chart (using the .doc, .pdf, .xls, .rpt, .html and .rtf file formats available).

'Drill-down' Option for Detailed Information

PhonEX ONE web-based drill-down reporting features give users easy, flexible and faster access to database information. The extensive reporting drill-down capabilities help users to better monitor their summary report information. Once a report is produced, administrators can drill into different hierarchies without having to reproduce the same report over and over again.

User Defined Formats

An unlimited number of **completely customized user defined report formats** can be created by choosing the fields to be displayed in the report. Each user can choose the order of the selected fields in reports, modify each field's formatting and generate a preview of the fields while defining them.

Advanced Report Scheduler

The PhonEX ONE Scheduler allows queries and reports to be programmed to run at specific times. The Scheduler can perform a task on a one-time basis or schedule it to run at regular intervals and the output of the task can be sent automatically to a printer, remote file or electronic mail (with or without automatic distribution).

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Report Output Options

All the reports have the option to be saved, printed or e-mailed as a Text file (*TXT), Word document (*.DOC), Excel document (*.XLS), Acrobat Document (*.PDF), Crystal Report (*RPT). Web page (*.HTML), Export delimited (*CSV), Rich Text Format document (*.RTF) and Excel Data Only (*.xls). In addition, a user-friendly interface allows report formats to be created according to the requirements of various accounting applications.

Report Configuration

The **Report Configuration** feature (available either per site or globally) is useful for companies that make the billing for few other small companies, in case each small company wants to have its own logo (or any other specific settings) for bills and reports. PhonEX ONE allows its users to customize the way reports are produced by configuring report logos, fonts, header/footer/report information, formats and encoding options for reports that are exported in certain formats

"What if ..." Report

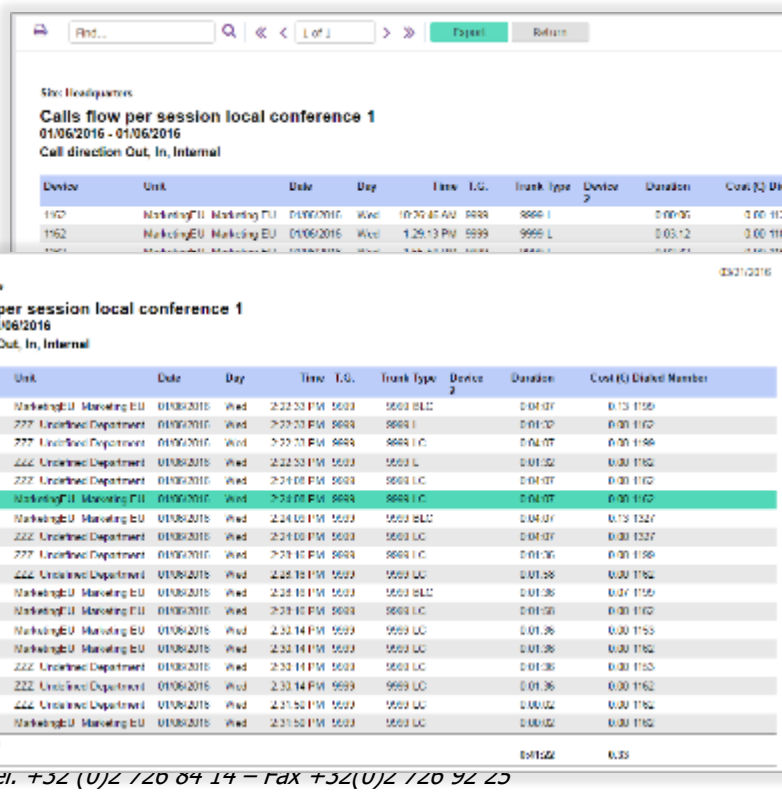
"What if" allows users to compare the real cost of the calls with the cost as if they were made using an alternative carrier, or an alternative origin of call. The user can see at a glance if it is cheaper to use a different carrier to reach specific destination. The report displays the difference between the real cost and the calculated cost for the selected carrier as a percentage. It lists the real cost of the call next to the cost according to the alternate carrier. PhonEX ONE can create a summary report showing the call cost information for up to six different carriers simultaneously.

"Cross-Site" Option

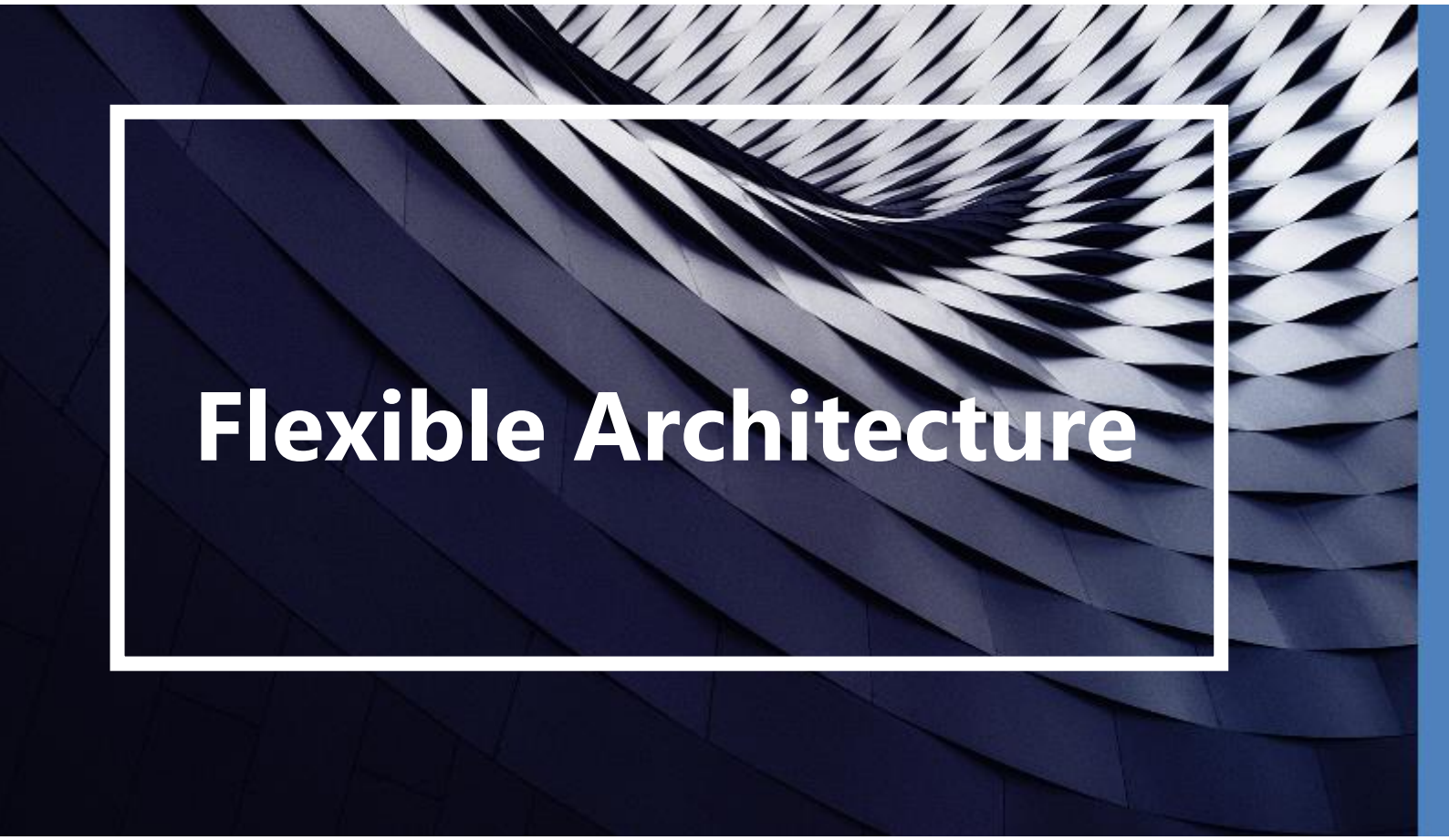
Some reports support cross-site summaries that are displayed on the last page for all the selected sites together. This information is very important for those users who need to see the summary information across their organization.

Session ID Reports

Calls that are part of a scenario (calls that at a moment in time have been directly or indirectly generated from a parent call) can be easily linked to their session for easier calls flow tracking (in query detailed reports):



Note:
This feature is applicable for all the PBXs that indicate a flow for grouping the calls. The presented information is available at PBX level only.



Flexible Architecture

PhonEX ONE's scalable and modular architecture, its configuration and operating platform options allow completely customized solution which can be adapted to the unique needs of any customer and environment. Modularity enables further configuration even while the system is running, without interrupting traffic. PhonEX ONE architecture provides flexibility for correct calls assignment to all core entities - endpoints/devices, users/ employees, departments/ cost centers irrespective of call origin location.

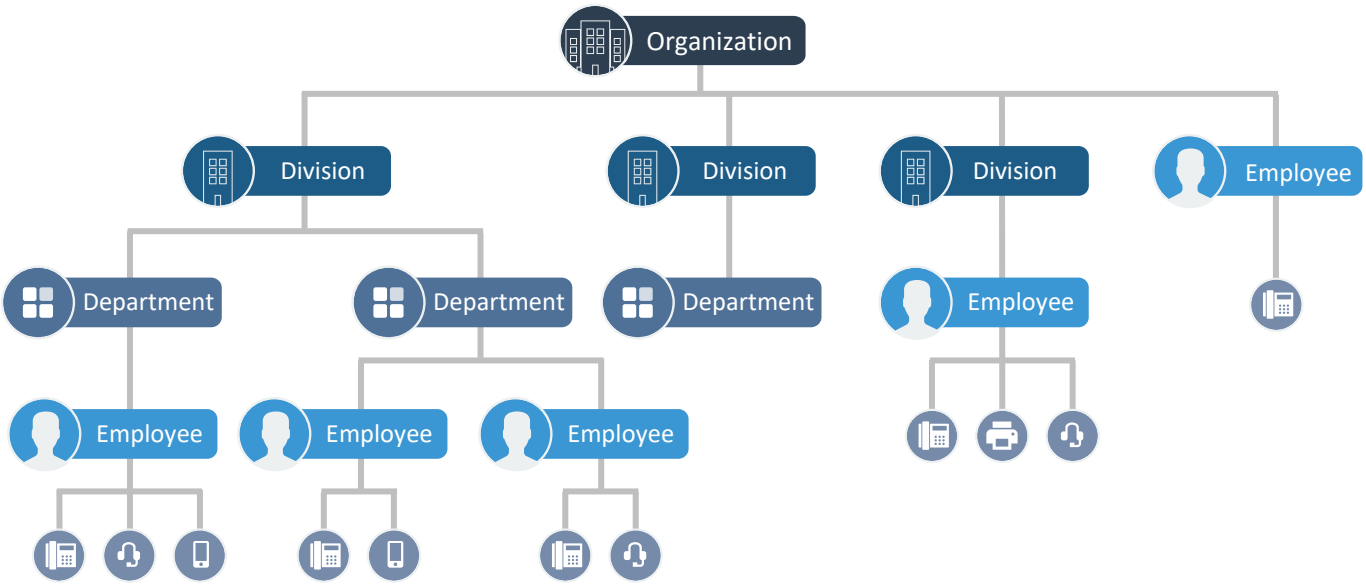
The entire PhonEX ONE system, which consists of three key servers (one Database server, an Applications server and one Web server), can be installed as single server configuration, multiple servers configuration or multiple application servers configuration (the last is used for increasing the scalability of the collection and costing processes).

Fully Web-based Solution

PhonEX ONE is a true web-based call management solution that enables managers and users to conveniently configure, administer, rate and access their telecommunication system at any time and from anywhere. PhonEX ONE is designed using the Microsoft .Net technology and has extensive configuration capabilities using XML files with Server - Client interaction. The SSL encryption protects the security of all sessions' passwords, thus ensuring the safety of the administrators' and user's information.

Dynamic Hierarchy

PhonEX ONE features a dynamic hierarchy structure supporting an unlimited number of sites, hierarchies and extensions. Any complex hierarchy can be implemented in the PhonEX ONE hierarchy tables, while employees can be associated to any complex hierarchy level, including the Organization level, as described below:



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User-Centric

PhonEX ONE user-centered architecture provides a consolidated solution for collection, analysis, reporting and managing of all telecommunication and data traffic expenses. This provides a single point of reporting (employee based) for different telecommunication and data devices and services, such as office extension, home extension, soft phone, mobile phones, SIP devices, routers and data traffic service. The user-centric and cross billing reports capabilities provide consolidated telephony and tracking of network traffic expenses for the various device types assigned to employees. As an enhancement, PhonEX ONE also supports DATA collection from different network elements that provide additional dimensions to the employee.

SQL Database

The PhonEX ONE database benefits from the power of the standard database architecture. On the back-end, PhonEX ONE relies on MS SQL database. Both distributions (standard, enterprise) are supported for the newest

> **Note:**
> This feature is applicable for all the PBXs that indicate a flow for grouping the calls. The presented information is available at PBX level only.

Management, Control and Security

PhonEX ONE is designed to enable a smooth and easy management and control over the system. PhonEX ONE's controlling entity is the Administrator. The Administrator manages and controls all the system's users throughout the entire organization. PhonEX ONE enables the following abilities:

Support for unlimited levels of web users accounts to accommodate complex organizational and business models. This ability makes it easier to define and manage accounts or P&L (Profit and Loss) units by allowing an unlimited hierarchy within the organization's structure and an unlimited number of system rules allocated to users or user groups. This ability suits not only large enterprises, but also SMEs with a complex hierarchy of web users.

The Administrator is provided with full control for managing users easily. Using an online view of each of the users' status, each change in any of the tables' status (add, remove, import) is immediately written into the system log event and generates a detailed audit trail.

The system's rules may be configured only by the administrator, having view/edit/delete permissions.

Users have their own privileges and security groups. Sensitive features can be disabled for selected users.

The Administrator may manage and restrict users from having certain privileges.

Security Groups

The PhonEX ONE application provides security features that limit all or part of the program to authorized personnel only. The security features can be used to deny access of non-authorized personnel to the PhonEX ONE system parameters, to PhonEX ONE's database, and to specific reporting and query capabilities.
In addition to the default policies (**administrator, employee, operator, no rights, PhonEX ONE IM, reports only and unit manager**), PhonEX ONE offers a dedicated interface that allows defining custom policies – through a wizard that scans all system entities (reports, hierarchical levels and units, employees, extensions, system tools, etc.) upon which the access can be granted or denied.

Directory Authentication

PhonEX ONE provides two ways of managing the system's users: system authentication and directory authentication. The users list can be managed and maintained in PhonEX ONE by the administrator users. This system authentication option is recommended when small number of users is used. In addition, PhonEX ONE provides the option of authenticating users against the organizational directory as **Active Directory** or any other LDAP directory compliant source. In this case users are authenticated and authorized against the organizational

directory while policy rights groups binding is done in the background, so that users are automatically logged in with their rights (preferred as a manner of work when large number of users has to be maintained).

PhonEX ONE gives smooth access to its resources for users through a single-sign-on mechanism. The connection between the enterprise application (identity provider) and PhonEX ONE (service provider) is secured by SAML protocol (Security Assertion Markup Language) but transparent for the user, so that rights can be granted from the identity provider (that sends both the user information and access level) or service provider (PhonEX ONE gets user information and authorizes it based on Active Directory proprieties).

Web Security

The enhanced user security features make PhonEX ONE a perfect solution for the enterprise environment. PhonEX ONE allows online users to access the system from a Web browser anywhere. To maximize the access security, PhonEX ONE uses a Secured Socket Layer protocol (SSL) that provides data encryption, server authentication and message integrity for a TCP/IP connection between the Microsoft Internet Information Server service protocols (SHTTP) and the browsers. The scope of this technology includes key exchange, encryption, message integrity and messaging support for authenticating a remote party using a security model that is based on digital certificates and certificate authorities. Certificate Authorities (CA) can either be a third-party such as **Verisign** or **Thawte**, or exist internally.

Whether the CA exists internally or externally, its function is to serve as a trusted authority that issues and checks the validity of the digital certificate. The SSL on the IIS web server platform provides secure end-to-end encrypted communications between the PhonEX ONE web server and the users' Internet Explorer, which has built-in SSL functionality.

In addition to the protocol level security, there are some more features that support the security of the Web applications, such as:

Tiered security interface, which allows complete control over access rights;

Encrypted passwords that consist of a minimum of 6 alphanumeric characters;

PhonEX ONE supports system segregation and security administration.

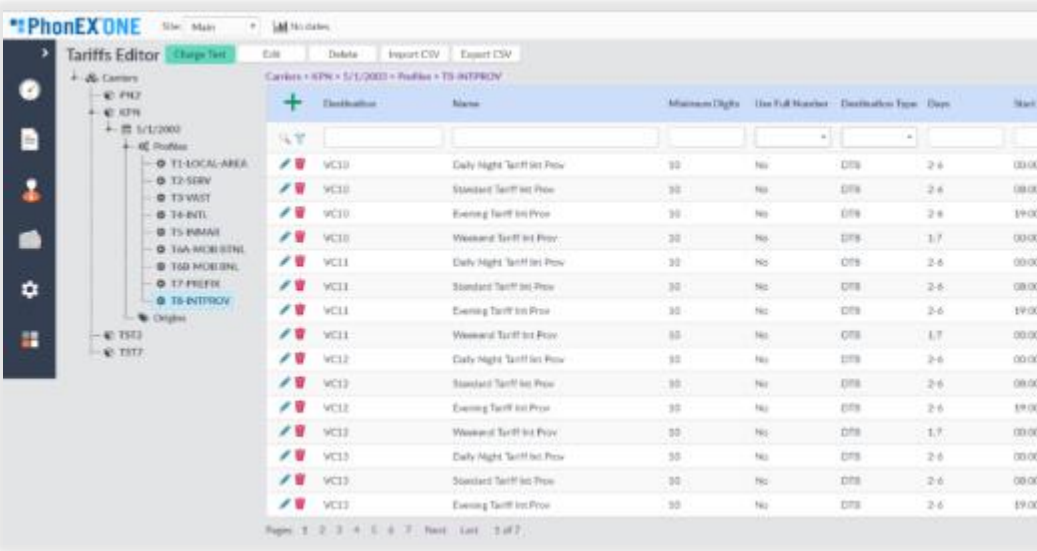
Passwords are disabled after x consecutive attempts; detailed log events are generated, allowing the Administrator to easily track such attempts;

Database Security

All the sensitive information and restricted data (such as customer passwords) are stored encrypted in the database, since the Database security is one of the most vital components of the overall security requirements. PhonEX ONE uses the Microsoft Frameworks security functionality. The static password authentication information is protected by cryptographic hash algorithms, safe from hacking or removal.

Complete Web Management

Tariffs Editor is PhonEX ONE's centralized web resource for system deployment and maintenance; a user-friendly and powerful interface for defining carriers/ telephone service provider rates that are used for charging calls based on the dialed number destination.



PhonEX ONE offers users the possibility to configure CDR parsers (drivers) directly from the web interface using new development technology that replaces the legacy Delphi code which finally results in better performance and easier maintainability.

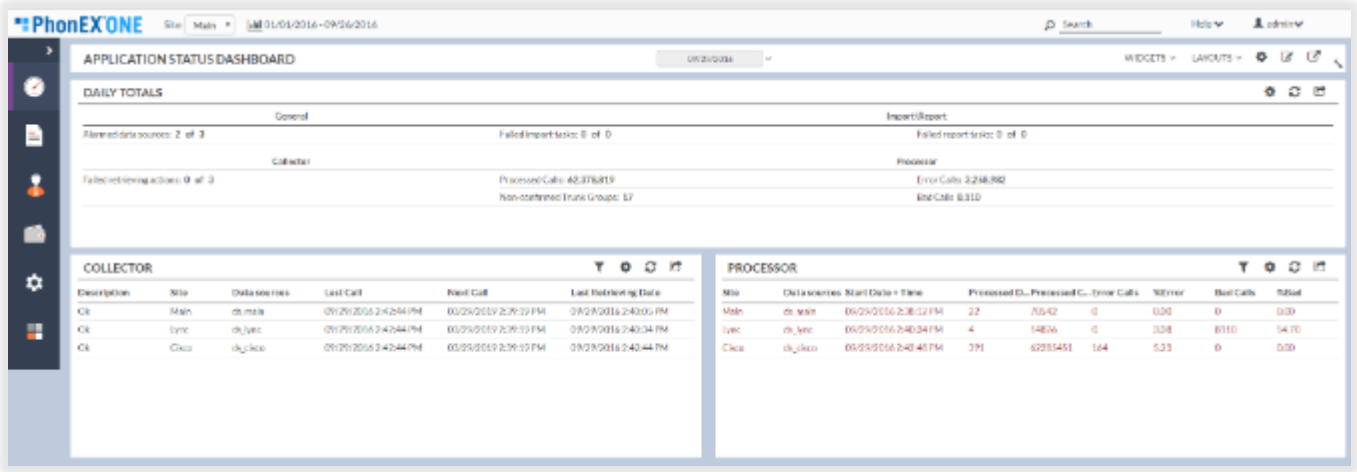
System Logs

The PhonEX ONE system stores the most recent actions regarding the system use. It shows when the system was used and who used it. The Event Log viewer is an effective management tool based on the Microsoft Event Viewer, a system administrator that can easily observe and track the system's suspicious behavior.
All the important operations performed by the user are logged. The term "important operations" includes all logins, logoffs, failed attempts to provide the correct password - that lead to account suspending and operations dealing with the database (insert/update/delete). The information in the log file includes the date/time, the IP and the message about the operation performed.

The default log level is considered to be WARNING. The Administrator can change this level.

Status Monitor

Monitor widgets represent an essential tool to audit and control the system's behavior and to observe the system's faults the minute they happen. Users and system administrators are able to view the system's status online and to filter displayed information according to their needs. The Monitor widgets available at Dashboard level display the real time status of different system elements (Data sources, Data process, Scheduler, New Trunk Groups etc.), providing information on disconnections, errors, processes and all other changes in the system.



Maintenance Tools

The Maintenance tool is essential for debugging and working with the PhonEX ONE database. This feature is thought to be of great help for the system administrators who maintain the database. Another feature is the automatic maintenance using the system's scheduler. All the actions performed with the Maintenance tools are enabled for the Administrator user rights only. The **Maintenance** module will allow the administrator to perform several actions such as: Backup all, Delete items, Delete records and Restore.

Redundancy

PhonEX ONE **Redundancy** feature provides Web Server Redundancy, SQL Server Redundancy and Data Source Redundancy, and is meant to offer increased reliability of the system in case of failure. Data Source redundancy implies the existence of a master/slave configuration so that when the active CPS goes down, the passive one can be activated in order to grant continuous system functionality

Modularity and Adaptability

PhonEX ONE incorporates several modules specially designed to control and improve the expense management in telecom/unified communications environments

Traffic Analysis

The Traffic Module is part of PhonEX ONE solution mainly designed to track daily, maximum and average call loads in any organization over a period of time. Traffic reports are used to analyze loads, optimize bandwidth and make decisions on required or redundant network resources using four different types of reports: Daily, Peak, Average and Sizing.
The Traffic Module's query generator enables you to produce up-to-the-minute reports on your organization's telephone use - the number of calls begun, number of calls completed, average call duration, average call load, and peak call load on the system. Regardless of the parameters or the sorting method you choose, you will get a report that analyses call traffic according to any specified time segment. The Traffic Module allows you to pinpoint and eliminate problem areas that may be needlessly costing you money.

Budget Management and Device Control

PhonEX ONE's **Budget Module** controls the telephony budget monthly allocation for endpoints/users within an enterprise, mostly in a way that permits blocking or restricting overused devices, being able to analyze the device budget status and send signals in real time when needed. Cost thresholds can be set for a device with an alarm being generated when exceeded.

Users and administrators can also be notified when a percentage of the allocated budget threshold has been reached. When the usage percentage exceeds the predefined amount, an email is generated and sent to those employees and departmental heads that the device is assigned to. The renewing of the budget is made automatically, on a monthly basis, on the day specified by the administrator. In case the allocated budget for a month is not used, the balance can be transferred automatically to the future budgets.

The PhonEX ONE Budget can work either as a stand-alone module or together with the **Device Control** module. The PhonEX ONE application uses the Budget Control add-on in order to manage the device restrictions within the Microsoft, **Cisco**, Avaya, Innovaphone environments as well as all PBXs that communicate through RS232 or have database connectivity available for placing constraints.

Guard and Alert

Real time monitoring of the network usage is critical in order to eliminate the costs incurred from fraudulent network usage; that is why both **Guard & Alerter** modules become so important in order to make organizations aware of everything that occurs in the system, providing the ability to accurately monitor, optimize performance and keep high serviceability of the system. The PhonEX ONE Guard and Alerter modules provide sophisticated mechanisms for fraud detection, alerting on phone misuse, budget surpass, possible toll fraud or other abnormal behaviors within the organization.

Inconsistency Management

PhonEX ONE **Bill Verification module** helps executives identify hidden costs or problematic billing areas in their telephony environment, in order to achieve immediate cost savings. The module should be used in order to compare vendor bills with the actual usage calculated by PhonEX ONE and to verify the accuracy of the bills received from carriers. reports that include the bill comparison details.

Hospitality Supervision

The **Hotel** module is a standalone call accounting application (that works in conjunction with the PhonEX ONE Call Management Solution) designed to keep track of phone usage in hospitality environments (hotels) where the PMS software is either not used or used, but without the ability to communicate with the PBX. The PhonEX ONE system acts either as a PMS or as a mediator between the PBX and PMS, exchanging information and data with both sides, in order to provide a complete picture of the system activity inside the hotel and to allow almost complete control to the managers over the devices in all rooms.

PhonEX ONE Hotel allows defining multiple hotel rates per CDRs (in addition to the existing rates), generating easy-to-read reports for billing phone usage, blocking/unblocking devices on the PBX side, automatically transmitting call usage information to the hotel's PMS, creating profit/loss reports or operating with check-in/check-out dates for rooms and displaying relevant reports for each hotel guest.

Call Recording Rendering

PhonEX ONE supports the latest Red Box Quantify call recording platform that offers the possibility to search for recorded calls, get them downloaded and listened directly from the PhonEX ONE web portal.

PhonEX ONE allows the user to define a collection method that uses the Red Box WEB REST API Interface to request calls, to synchronize the calls from the Master Site (the site with calls collected from PBX) with the ones from the Slave Site (the site with calls collected from the Red Box system) and to display in all PhonEX ONE query detailed reports that use a dedicated UDF and deal with single CDRs, and in certain dashboard widgets, an additional column and link used for generating the recording playing.

GDPR Compliance

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Starting May 25th 2018, GDPR (General Data Protection Regulation) comes into effect. The EU law sets new rules for all companies that get in touch with user data in order to enable digital trust and reduce enterprise risk.

GDPR is aimed to protect EU citizens from data piracy and data breaches in the data-driven continuously evolving applications.
GDPR focuses on the following items: defines the territorial scope (all companies processing the personal data of data subjects residing in the Union), penalties, breach notification (within 72 hours to announce any security risk), right to access (the data controller must give user access for checking for their personal data) and right to be forgotten.

PhonEX ONE - MIND Trusted Solution

PhonEX ONE UC Analytics and Call Accounting guarantees a high degree of private data security as it collects the right data at the right time with the right purpose. The end-to-end data flow is managed by a ROLE-based, RECORD-based and FIELD-based security.
The PhonEX ONE collector, working in the background, is capable of transferring the usage records files by using FTP, SFTP, TCP/IP, Modem, Shared file, ODBC, HTTP, Syslog and Radius protocols and methods which ensures: password protected connection with safe data transfer, file transfer recovery mechanism and backup.
The data validation is made based on the Processor logic and on the driver/plug-in settings. PhonEX ONE processes the call records retrieved from the PBX and stores them in its secured Microsoft SQL database.

The organization structure setup and maintenance is established through LDAP SSL which offers a high-degree of protection.

User web portal access is ROLE-based (more or less rights are given based on their responsibilities) and FIELD-based (sensitive information including username, address, phone number, dialed number can be hidden and access restriction to private and business traffic). Moreover, all the operations performed by the user are tracked by the security auditing and logging component of PhonEX ONE.

The data retention policy is flexible and adjusted to enterprise's needs.
PhonEX ONE does not place any limitations (by default) in terms of data retention, as long as there is enough disk space at database server level. Still, the user has the option to make backups and archive data (e.g. data older than three years) and restore older events whenever is needed.

PhonEX ONE - First-Rate Tool for DPO

The protection of customers' private data against unauthorized or illegal processing, loss or disclosure is very important to us. MIND is ready at all times to provide Data Protection Officers full details about how clients' personal information is collected and used, for which purposes, how longs it is kept and whether personal data can be transferred to other third parties.

PhonEX ONE can utterly disregard the private details or give access to them in a context that is approved by the DPO (except for certain personal details that are required by law, the DPO may freely decide whether or not to give access to any personal data). Customers have the right to access their personal data and can request the rectification, erasure or restriction of use/ processing of their personal data at any time by addressing the DPO in charge.

The Data Protection Officer can benefit of a set of PhonEX ONE features which can help with the implementation of the enterprise security policies. These features allow the Data Protection Officer to:

- Receive alerts on misbehavior (lengthy or costly calls; events outside working hours; forbidden dialed numbers that may pinpoint a communications platform hack/ identity theft)
- Decide on the data retention policy and what should be done with data that does not meet the policy anymore (right to be forgotten)
- Decide what to be collected
- Decide on the private calls classification and the level of protection
- Offer enclosed access to all levels of data (database, web portal)
- Obtain an inventory view (which endpoints and used/ not-used and by whom)