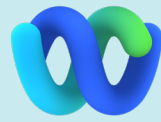


moyobi



webex
by CISCO

Cloud Suite for Webex Calling

Efficiently Analyse
and Monitor your
Webex platform



evercom



Call Analytics

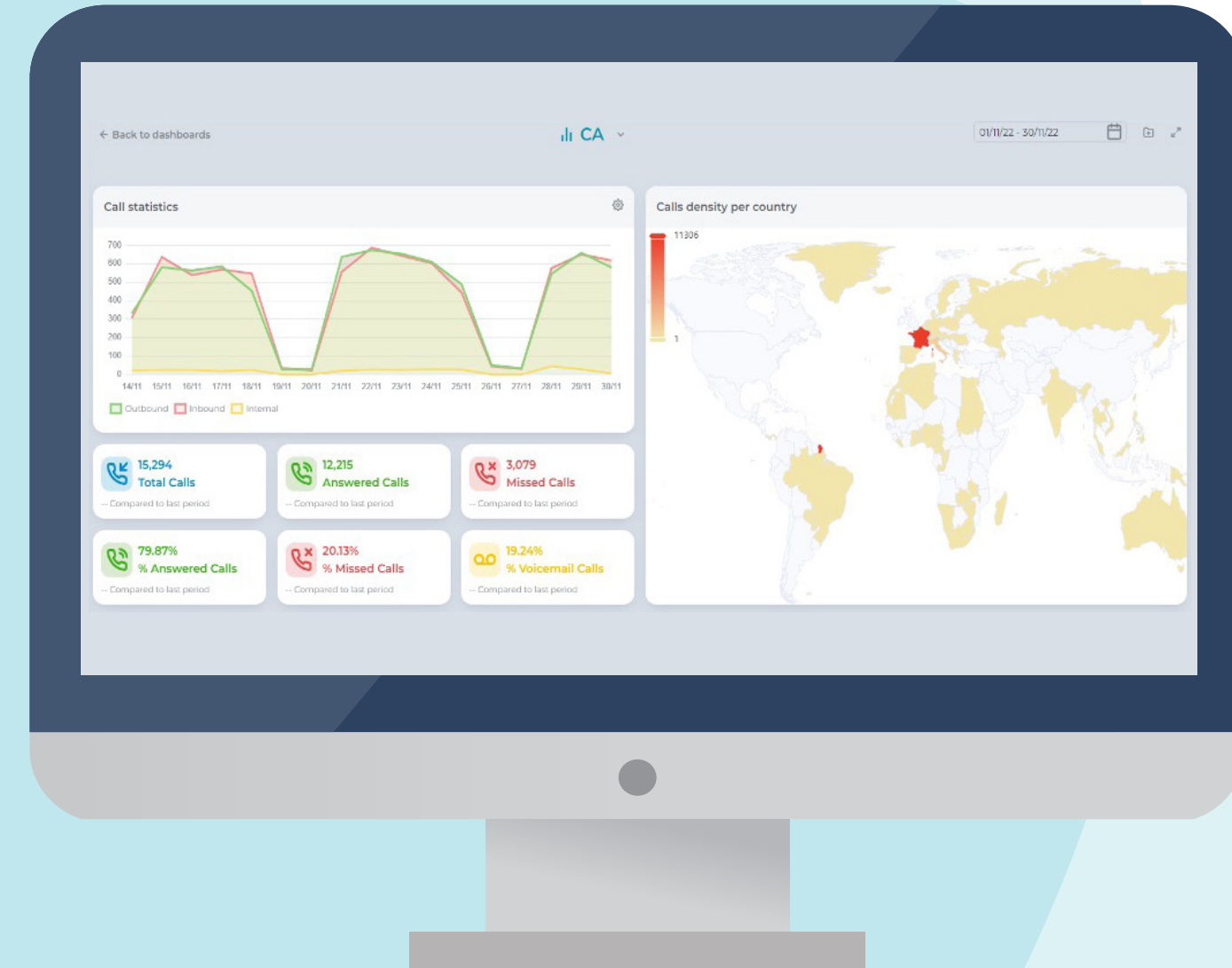
MoYoBi allows businesses to generate dashboards & reports that are tailored to their specific needs and requirements. These reports can be used to track key metrics such as call volume, call duration, and call cost. Call analytics can be performed using a variety of dashboards & reports.

Export to Sharepoint

MoYoBi offers the possibility to automatically store reports on SharePoint. This is very useful to automate the processing of the data that MoYoBi generates and to make the customer's processes more fluid. A list of identities can be setup in MoYoBi to be used in the scheduled tasks output details.

Reports

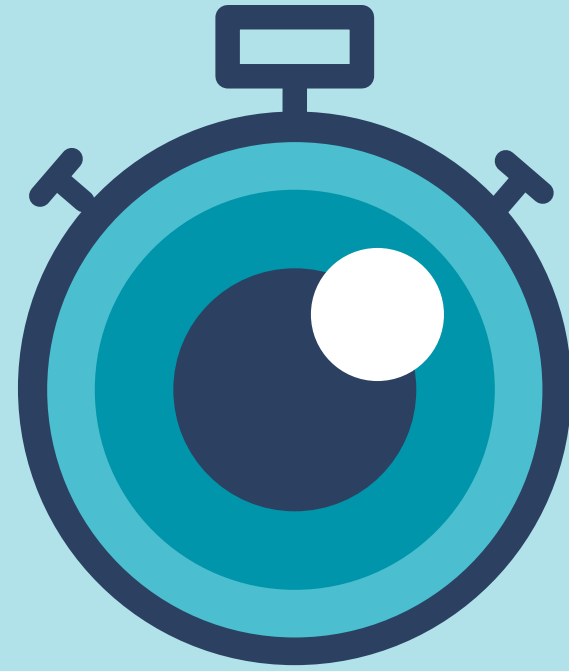
Part of MoYoBi's capabilities is collecting and processing calls, providing call analytics as well as a variety of built-in reports & dashboards for a quick insight into call cost & call information, user availability, enabling chargeback, traffic analysis and cost control.



Dashboard Widgets

MoYoBi's Dashboard Widgets offer a powerful solution for businesses looking to optimize their data analysis process. With an intuitive interface and customizable features, dashboard widgets help you turn raw data into clear, actionable insights.

Dashboard Slide show is available and allows users to create a slide show based on a combination of multiple dashboards.



AA/CQ Monitoring

The call queue monitoring module provides detailed statistics and information about the activity on call queues, HuntGroups and users/agents.

This can help businesses monitor and improve the effectiveness of their communication and ensure high responsiveness of their agents.

This means that businesses can monitor their call queue channels in real-time and quickly identify any potential issues or opportunities for optimization.

Set up a lite Call Center by combining the use of Webex CQ & MoYoBi

One of the most important points when setting up a lite contact center with Webex is to be able to get accurate metrics of its activity. By combining the use of Webex CQ's, HuntGroups and the monitoring offered by MoYoBi, a supervisor can set up a simple and fast call center solution. He will be able to monitor CQ's flow details, set up criteria for SLA reports, take into account different working hours.

Real-Time Presence

Real time monitoring helps you identify the Webex resources accurately. By identifying these values, organizations can get more proactive with their response methods and deal with recurring problems efficiently.

CQ GraphFlow

MoYoBi offers to any supervisor the capacity to get in a very easy way a flowchart showing the complete flow of calls through the selected CQ or AA. In addition, complete KPI's are available at each step of the flowchart.

Queues & Agents statistics reports & dashboards

MoYoBi provides dedicated statistics and detailed reports to supervise the activity on Call Queues.

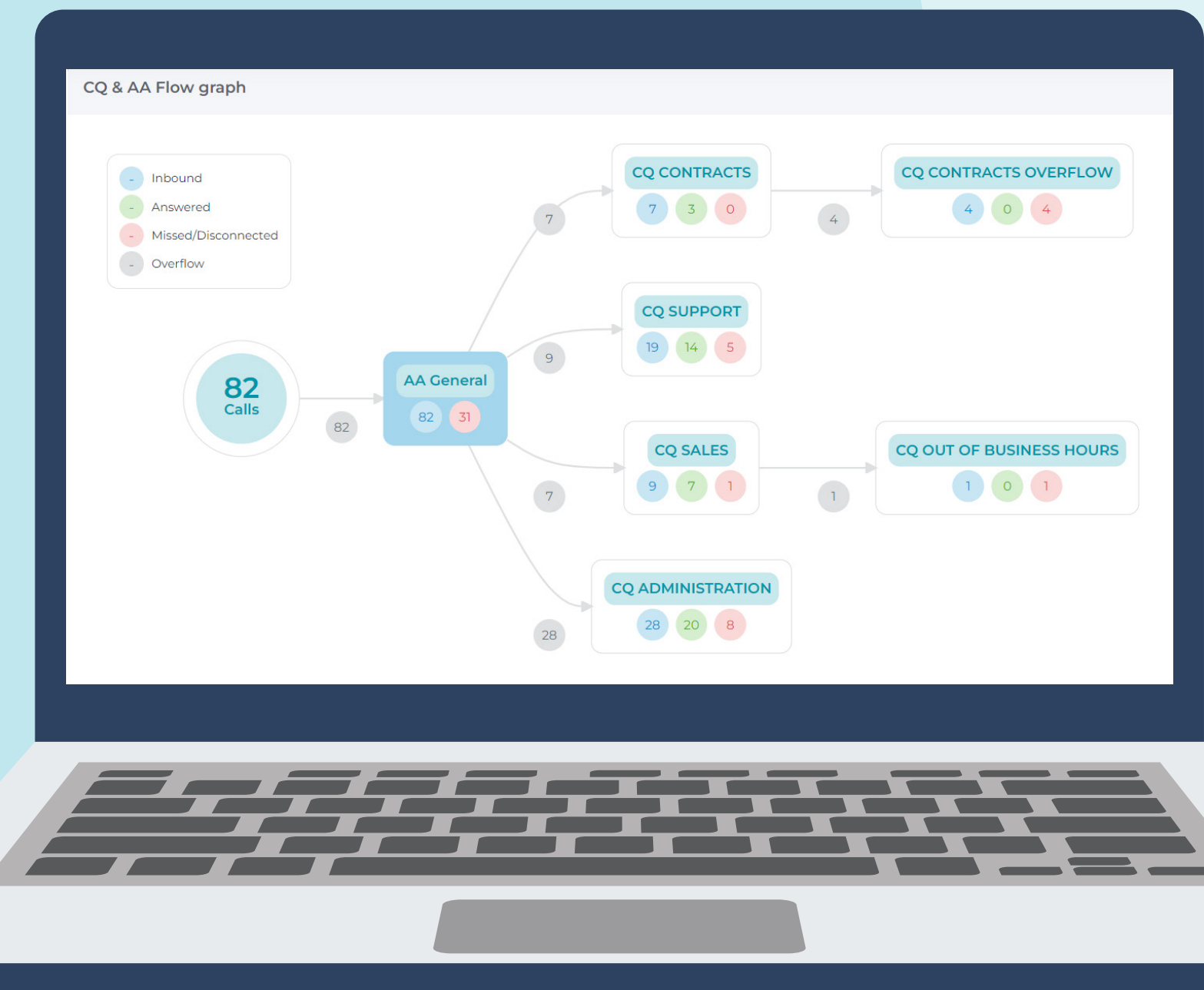
The Queue & Agents Statistics reports deliver summary statistics and can be filtered by caller, autoattendant, queues, agents, wait-time and scenario resolution.

The Queue & Agent details report offers details about the Call Queue/Auto-Attendant number the calling party has dialed, call date and duration, as well as call (answered or unanswered) and agent that answered the call.

SLA Reports

With the standard Webex features such as CQ & AA, MoYoBi is able to provide you with performance indicators as if you were running a call center.

Choosing a service level objective is the first step in a comprehensive planning and management solution.





Our History

Founded in 1984 in Brussels, the heart of Europe, we combine a dynamic company, a profound knowledge of leading edge technologies with long-term experience in the unified communication.

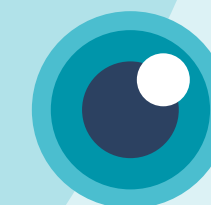
We develop software solutions that simplify the use of Unified Communications services.

Our Mission

Thanks to a high-quality software products for a specific market niche, we successfully employ an indirect sales strategy that allows system integrators to pick Evercom as a one-stop shop for 3rd party add-ons for their clients.

The growing lists of our active business partners as well as of system engineers able to deploy and support our applications ensure us that this is the right approach.

- Designed for small, medium and large companies through a secured access.
- aaS - Pay as you grow. Only limited investments are needed to start.
- An innovative license management through our MoYoBi Cloud.
- A multi-tenant architecture that enables granting exclusive data access to the appropriate users



Get in touch!

sales@moyobi.com

<https://moyobi.com/webex-calling>