

**ideas** that change everything

**oak**   
innovation



# qualify Go

## Key features

Take a look inside your Microsoft Teams reporting service



qualifyGo

- + Real-time View (RV)
- + Queue View (QV)
- + Number View (NV)



qualifyGo is a cloud based reporting and analytics solution for your Microsoft Teams platform. It delivers business critical information through user defined reports, dashboards and monitors. It gives you accurate, relevant information from which you can make informed decisions increasing performance and guaranteeing you a better ROI

## Benefits

### Increase user adoption

Adoption of a new platform needs to be closely and continuously monitored and managed. qualifyGo drives user adoption of Microsoft Teams across an organization ensuring ROI and highlighting areas for education and training.

### Monitor call quality and user experience

Often there can be concerns around the quality of voice, video and conference calls. qualifyGo gives comprehensive call quality data that can be used for trouble shooting ensuring the highest levels of service delivery.

### Improve productivity

qualifyGo enables you to see employee productivity metrics such number of answered and abandoned calls, ring-time and talk-time ensuring that calls are handled efficiently and KPIs are being met.

### Manage resources

A single pain of glass view of multiple elements of a Teams platform ensures efficiencies are being realized. Whether it is SIP trunks, devices, gateways or Session Border Controllers (SBCs) you can't manage what you can't measure.

### Control costs

Visibility of call costs and employee activity ensures accountability for high cost calls and activity that is not work related. Call costs can be allocated to individuals, departments or third parties for cross charging and billing and potential fraud identified

### Have it your way

The simple to use interface and user defined nature of the software ensures that only relevant information is presented to meet any specific reporting requirements.

### Cloud deployment

Boarding a tenant is completed within hours, not days nor weeks. qualifyGo is a cloud based reporting service securely hosted within Microsoft Azure.



# Overview



qualifyGo has been designed to allow users to specify exactly what information they will view. We understand that the IT Manager is going to have very different requirements to heads of business and a 'one-size-fits-all' reporting and analytic solution is not suitable for the modern workplace. The emphasis is on quick, easy access to relevant information and the automation of many of the reporting tasks

## Search based reporting

From the search bar you have access to detailed information on users, departments, locations, specific numbers, conferences, Teams call queues and auto attendants.

## Dashboards

The dashboards give an on-screen view of Teams usage. Users define the layout of the dashboards, selecting the required monitors, apply filters and date range and can click through to create full reports.

## Reports

Users define the format of the report and can apply filters and sorting to ensure only relevant information is delivered. They can be generated on an ad-hoc basis, scheduled to run automatically or saved as a template for future use.

## Trend Analytics

This page shows summary information on user adoption (modality), call quality and data source activity over a user defined date range.

## Adoption

User adoption and Room System adoption is displayed and can be filtered to ensure relevance.

## Quality Index

Specifically for MS Teams, both MS rated and computed poor and good quality calls are displayed.

## Calls overview page

The calls page lists all call types for a selected date range and allows for filtering, sorting and column selection instantly on-screen to ensure quick, easy access to relevant data.

## Call detail page

The call details page maps out caller & callee information allowing for analysis of individual calls.

## Conferences overview page

Conferences can be viewed for a selected date range showing an overview and participant details.

## Conference details

The conference detail page displays both summary and detailed information on selected conferences.

## Employee Details

The employee details page shows summary and detailed activity for selected users over a defined date range.

## Security Policies

An unlimited number of user profiles can be created to restrict access at organization and feature level.

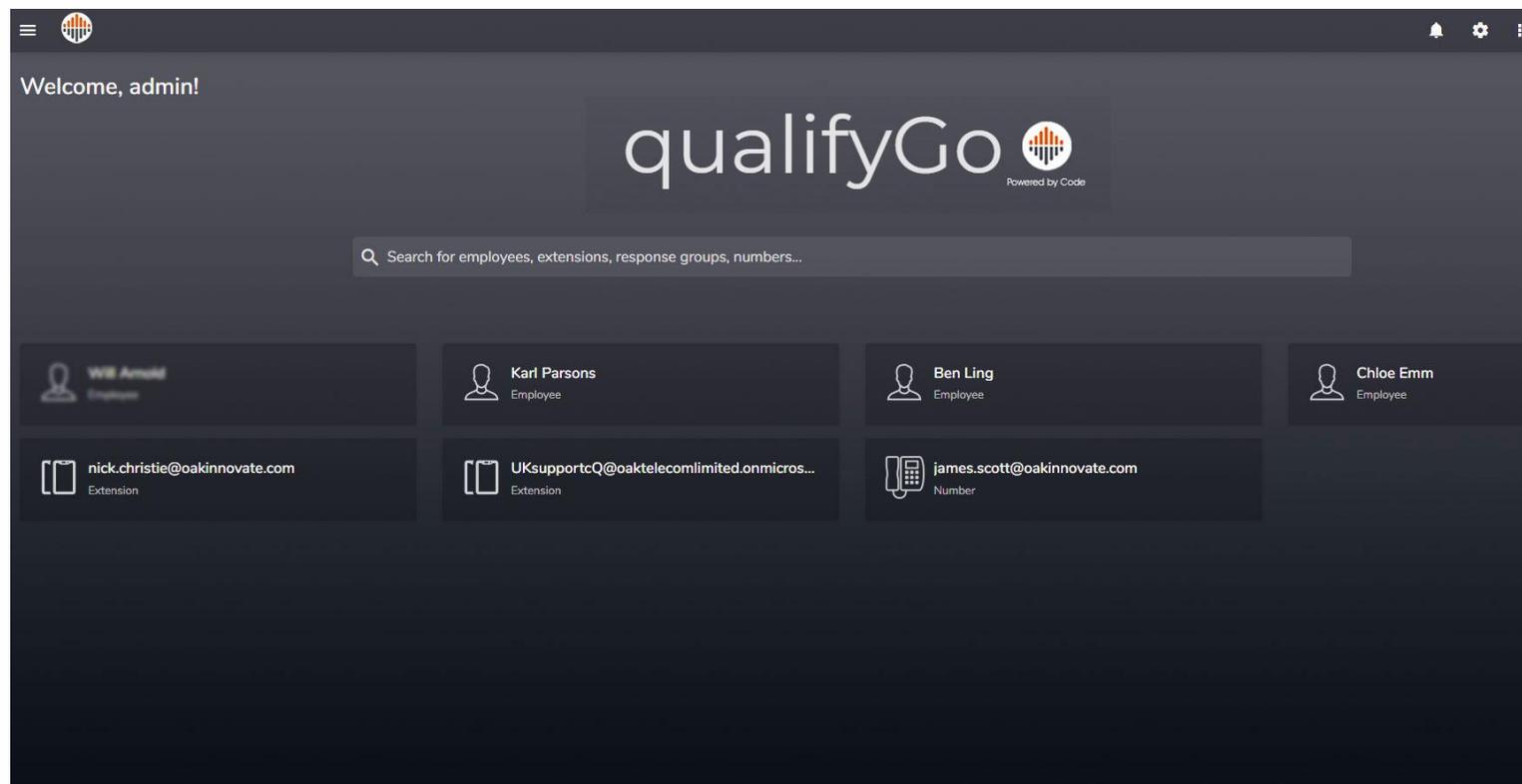
## Alarms

Threshold alerts deliver instant notification based on ring-time, talk duration, call cost and call error category.

# qualifyGo Search Based Reporting



As the landing page of qualifyGo, the search feature simplifies and speeds up access to required and relevant information. Simply type in the search bar an employee, response group, call queues, auto attendant, number, end point or room system and you will be taken instantly to the relevant page. Your eight most recent searches are displayed to make things even easier.

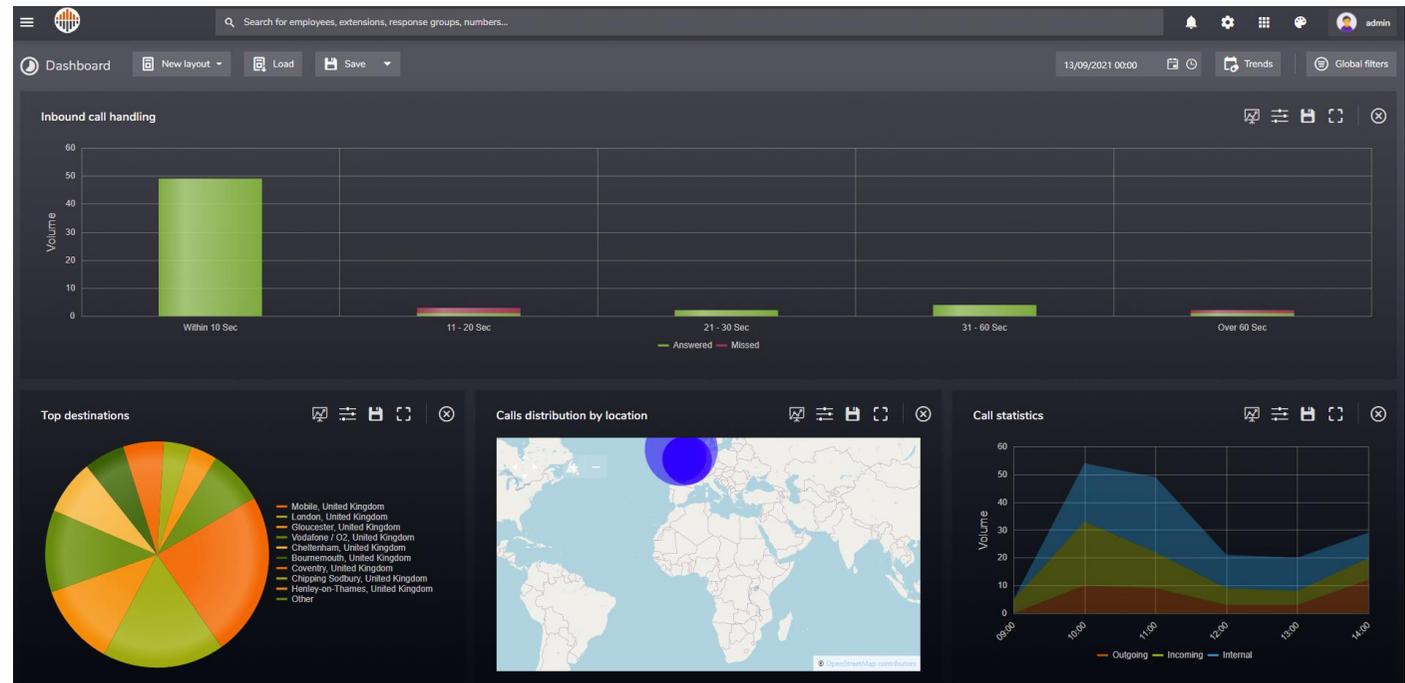


# qualifyGo Dashboard Overview



The dashboards or wallboards give an on-screen, user defined view either on a single day or over a defined date range. You can select the number of monitors (up to 3x3), monitor type and apply filters either to all or individual monitors which ensure the relevance of the information. Individual monitors can be expanded to full screen. The user defined layout can be saved and loaded when required or shared with other employees with the appropriate access rights to qualifyGo.

The dashboards are dynamic in nature with the ability to click through to more detailed pages. Finally, you can select and deselect the elements on the monitors to ensure the relevance of the information being displayed. The monitor types have been categorized into: Productivity, Quality, User Adoption and where the qualifyGo RV module is being used these monitors are listed in their own category.





## Call details

This table based monitor displays detailed information for every call with the option to drill through to the call map. Filters can be applied at gateway / SBC, number, data source, call direction and call quality.

## Call statistics

The stacked chart shows volumes of outgoing, incoming and internal call at either hourly or daily intervals dependant on the selected time period. Filters can be applied at gateway / SBC, and data source.

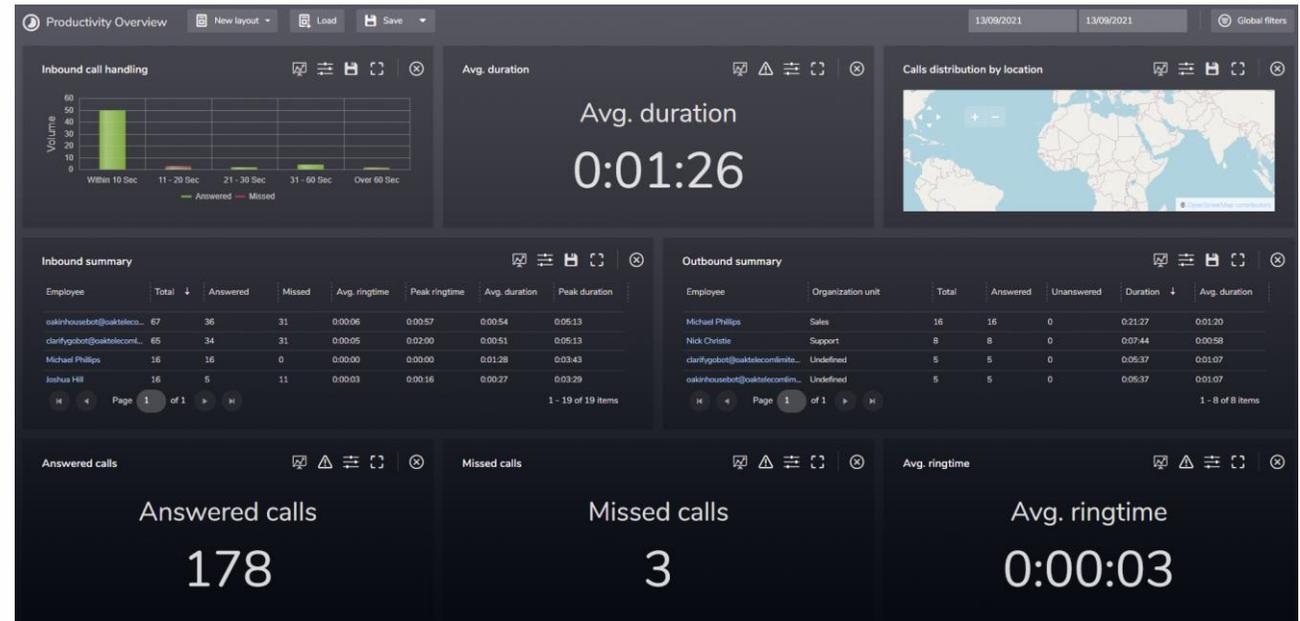
## Calls distribution by location

A heat map showing geographical hot spots for calls. Filters can be applied at region, data source and call direction.

**Outbound summary** Table based employee summary showing totals including talk time and average talk time.

## Top destinations

A pie chart showing call volumes to destinations. Filters can be applied at OU level, destination, directory groups and data source.



## Answered Calls / Average Duration / Missed calls

Tile style monitors with details displayed in a large font. Filters can be applied at various levels including call queue and auto attendant, data source and call direction.

## Inbound call handling

A bar chart displaying call volumes at various handling time intervals, both answered and missed calls being displayed in a stacked form to give totals. Filters can be applied at OU level including auto attendant and data source.

**Inbound summary** Table based employee summary showing totals including average ring time, missed calls, talk time and average talk time. Filters can be applied at various levels including auto attendants and call queues.

# qualifyGo User Adoption Dashboards



## Call type summary

A line chart displaying call volumes via selected Gateways or SBCs. Filters can be applied on numbers, Gateways / SBCs, data sources and call direction. Click through to detailed information on each call.

## Client types

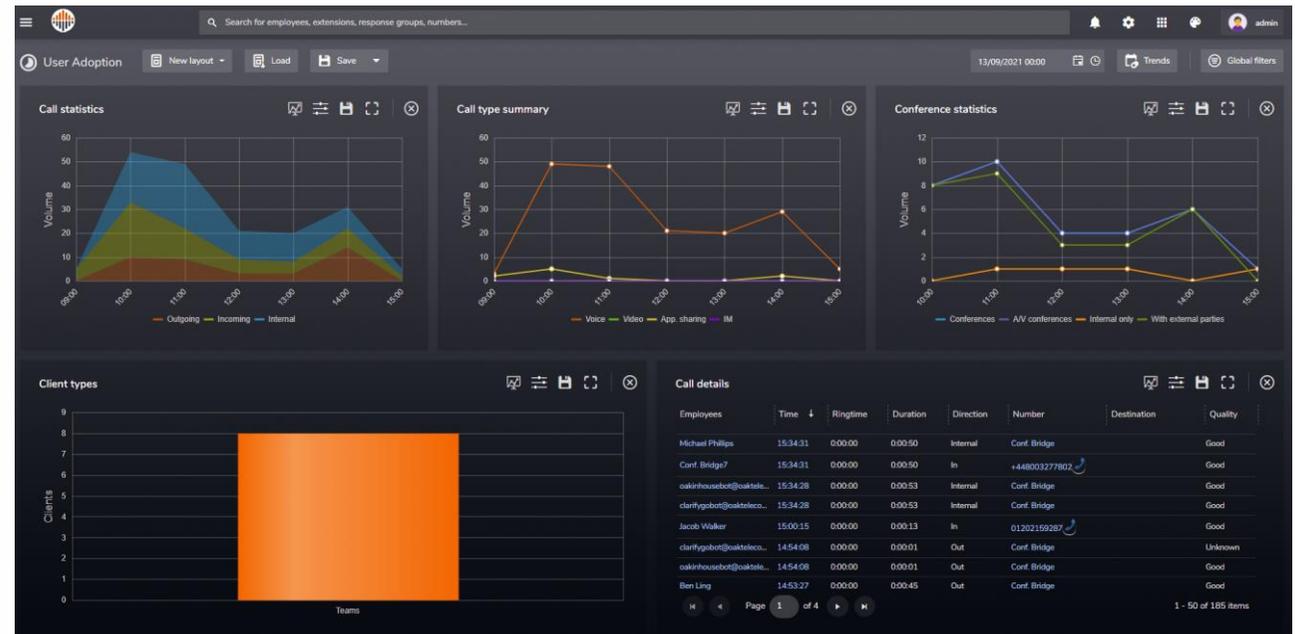
A summary line chart displaying the maximum concurrent calls over Gateways and SBCs. Filters can be applied on Gateways / SBCs, data sources and call direction. Click through opens a detailed report on peak traffic for selected Gateway / SBC.

## Conference statistics

Mean Opinion Score (MO) is an industry standard grading (1-5) on call quality. This is displayed in a pie chart where filters can be applied at Gateway / SBC and Data source level. Click through opens a detailed report with details on all calls with the selected MOS value.

## User Adoption Page

Accessed via the drop down menu under the Adoption tab. This page shows across 6 charts the volumes of the different service types used, number of active users and EV user activity. Users can specify the date range for analysis and filters can be applied at OU level.

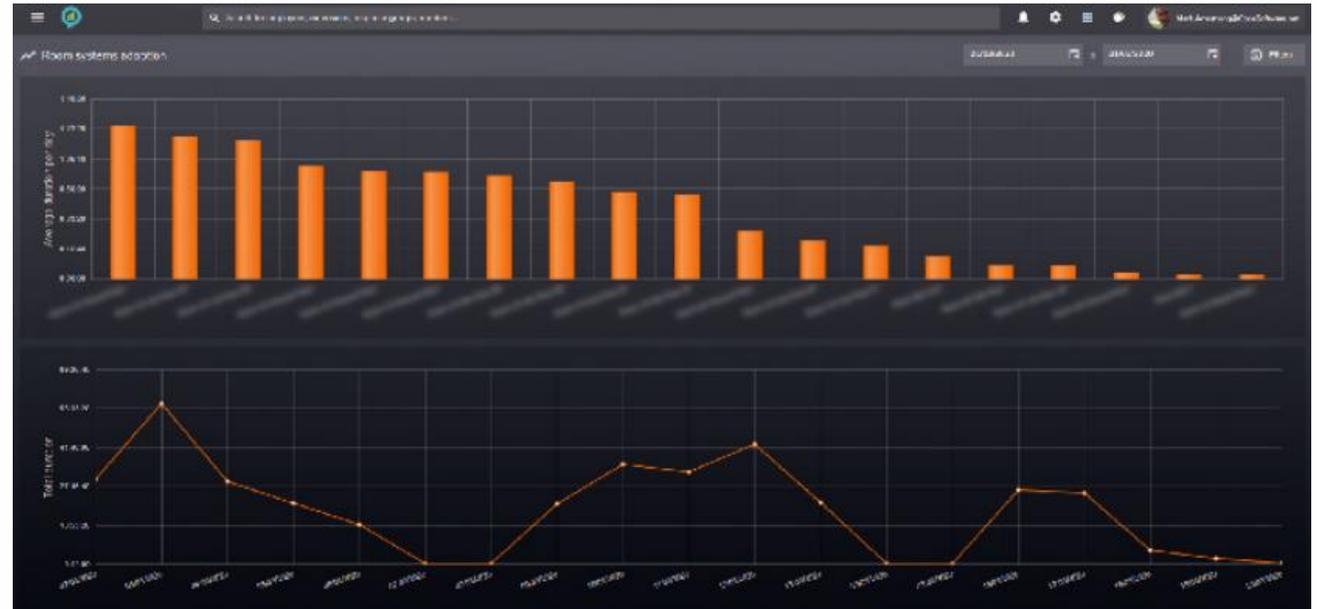


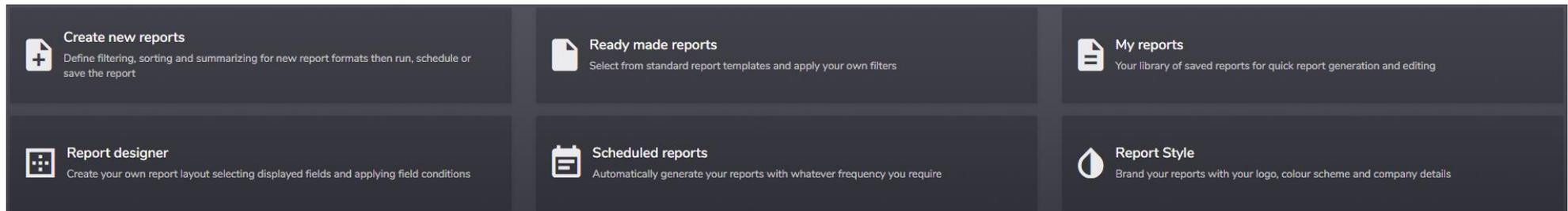
# qualifyGo Room Systems Adoption Dashboards



The Room Systems Adoption page is accessed from the drop down menu under the Adoption tab and displays details on MS Teams system activity.

There are 2 charts, the first displays the average duration the selected room systems have been used and the second the total duration across all room systems. Users define the date range and filtering can be applied at Room, End Point and Location level.





The reports lie at the heart of qualifyGo and are fully automated, typically delivered via email in .XLS, PDF, CSV or MS Word format.

## Create new reports

Creating new reports is simple using the Report builder to apply filters, sorting, grouping and charts to new reports. Once configured the report can be run on an ad-hoc basis, saved as a template or scheduled to run automatically distributed by email.

## Ready-made reports

qualifyGo comes with several pre-loaded reports including: Inactive users, User Adoption, Peak traffic, Sizing, Conference details, Conference summary, Employee details, Top employees and Top destinations.

## My reports

Reports which have been saved in the Report builder are listed in My reports where they can be ran or opened for further editing.

## Report designer

Used to define the report format, users can select the fields displayed in a report and apply conditions. Once configured the format is saved and selected from the Report designer.

## Report style

An organization can apply their own branding changing report colour schemes and adding a company logo and company details.



## Trend Analytics

This allows for a high-level view of modality, quality and sources across an organization. Users can specify the date range and filters can be applied at OU and Data Source level and on service type.

- **Modality** shows the volume of Voice, Video, App. sharing, IM and File transfer traffic. It is dynamic allowing for selection / de-selection of any elements in the chart.
- **Quality** displays aggregated call quality details categorized into Good and Poor quality.
- **Source** shows the call volumes broken down into service types for one or many data sources. In a multiple DS environment traffic can be viewed side by side.





## Calls overview

The calls overview page displays detailed information of all activity types: voice, video, IM and app sharing. It is possible to select which columns to display to focus on specific user reporting requirements.

**Filtering** can be applied to each column to ensure only relevant data is being displayed and sorting can be applied by clicking on the relevant column.

**Drill-through** on a selected activity takes you to the call detail page for more detailed analysis.

## Call details

The calls detail page is accessed from various 'click through' areas of qualifyGo and shows a comprehensive analysis of the selected call. Both caller and callee information is shown and an overview of the call statistics is displayed: Data source, service type, time, ring time, duration, call type and call quality (Good / Poor) and a summary of the network details.

The screenshot shows the 'Calls Overview' dashboard in a dark theme. At the top, there is a search bar and navigation icons. The main area displays a table of call activity with columns for Time, Extension, Employee, Duration, Direction, Number, and Destination. A 'Summary' toggle is visible in the top right. The table contains 20 rows of data, each with a 'Details' link. The bottom of the screen shows a pagination bar indicating 'Page 1 of 6' and '1 - 50 of 293 items'.

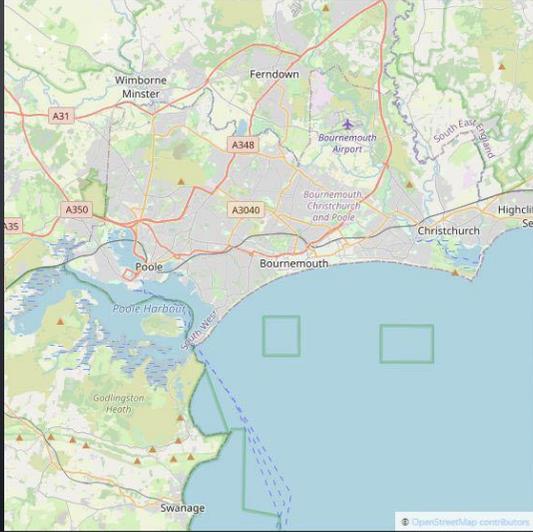
Time	Extension	Employee	Duration	Direction	Number	Destination
13/9/2021 15:57:38	...	Michael Phillips	0:01:38	Internal	Call Bridge	Details
13/9/2021 15:57:38	Call Bridge?	Call Bridge?	0:01:38	In	...	Details
13/9/2021 15:57:35	...	...	0:01:41	Internal	Call Bridge	Details
13/9/2021 15:57:35	...	...	0:01:41	Internal	Call Bridge	Details
13/9/2021 15:38:07	...	...	0:00:00	In	...	Details
13/9/2021 15:35:40	...	Michael Phillips	0:03:05	Out	...	Details
13/9/2021 15:35:40	...	Michael Phillips	0:03:05	Internal	Call Bridge	Details
13/9/2021 15:35:40	Call Bridge?	Call Bridge?	0:03:05	In	...	Details
13/9/2021 15:35:38	...	...	0:03:08	Internal	Call Bridge	Details
13/9/2021 15:35:38	...	...	0:03:08	Internal	Call Bridge	Details
13/9/2021 15:34:31	...	Michael Phillips	0:00:50	Internal	Call Bridge	Details
13/9/2021 15:34:31	Call Bridge?	Call Bridge?	0:00:50	In	...	Details
13/9/2021 15:34:28	...	...	0:00:53	Internal	Call Bridge	Details
13/9/2021 15:34:28	...	...	0:00:53	Internal	Call Bridge	Details
13/9/2021 15:00:15	...	Mark Hinder	0:00:13	In	...	Details
13/9/2021 14:54:08	...	...	0:00:01	Out	Call Bridge	Details
13/9/2021 14:54:08	...	...	0:00:01	Out	Call Bridge	Details
13/9/2021 14:53:27	...	...	0:00:45	Out	Call Bridge	Details
13/9/2021 14:53:16	...	...	0:00:56	Out	Call Bridge	Details
13/9/2021 14:53:16	...	...	0:00:56	Out	Call Bridge	Details
13/9/2021 14:53:11	...	...	0:00:00	In	...	Details
13/9/2021 14:52:52	...	...	0:00:00	In	...	Details
13/9/2021 14:52:15	...	...	0:00:00	In	...	Details



Call details 13/9/2021 15:00:15

Caller	Callee
 Extension: 01202198087 Client type: Location:	Jacob Walker - Callee  Title: Business Development Manager Organization unit: Operations Extension: Jacob.Walker@oakinnovate.com Client type: Location:

Overview	Network
Data source: Teams Service type: Voice Time: 13/9/2021 15:00:15 Ringtime: 0:00:00 Duration: 0:00:13 Call type: VoiceMail Quality: Good	Gateway: Teams Network MOS: 0.00 Error category: Success Error description:



3 tabs allow for more detailed call analysis:

**Devices** detailed information on the caller and callee connection type (Wired, WiFi and others) and the device used on the call.

**Quality** colour coded (Red, Amber, Green) the call quality details ensure that the user experience is maintained and route cause analysis is highlighted for any issues.

**Trace route** Hop, IP Address and Round trip details assist in ensuring calls are being routed correctly with all legs displayed in a single pane of glass view.

# qualifyGo Employee Details Overview



Employee summary

**Chloe Emm**



Title: Growth Director  
Organization unit: Sales  
Email: chloe.emm@oakinnovate.com

View activity from 06/09/2021 to 13/09/2021

**Extensions**

SIP: chloe.emm@oakinnovate.com

**Calls**

Time ↓	From	To	Service type	Quality
13/9/2021 14:10:23		chloe.emm@oakinnovate.com	Voice	Good
10/9/2021 16:17:43		chloe.emm@oakinnovate.com	Voice	Good

Summary and detailed information on selected employees can be seen in the employee details page. This page is shown when an employee name is searched from the main qualifyGo search bar or when click through is used from employee names on dashboards.

The chart gives a visual representation of activity and user adoption for the defined date range. Details of individual calls and conferences organized and attended are shown and click through from here opens the call or conference detail page.



Numbers

Search for employees, extensions, response groups, numbers...

admin

Search

DID	Extension	Allocated	Reserved Until	Employee	Sip address	Active employee	Location
+441202607000	+441202607000	<input checked="" type="checkbox"/>		Paul Williams	Paul.Williams@qualifygo.com	1	Bournemouth
+441202607001		<input type="checkbox"/>				0	Bournemouth
+441202607002	+441202607002	<input checked="" type="checkbox"/>		UK Help Desk	ukhelpdesk@qualifygo.com	1	Bournemouth
+441202607003	+441202607003	<input checked="" type="checkbox"/>		David Morgan	David.Morgan@qualifygo.com	1	Bournemouth
+441202607004	+441202607004	<input checked="" type="checkbox"/>		Michael Phillip	Michael.Phillip@qualifygo.com	1	Bournemouth
+441202607005	+441202607005	<input checked="" type="checkbox"/>		Clare Stone	Clare.Stone@qualifygo.com	1	Bournemouth
+441202607006		<input type="checkbox"/>				0	Bournemouth
+441202607007	+441202607007	<input checked="" type="checkbox"/>		Paula Reynolds	Paula.Reynolds@qualifygo.com	1	Bournemouth
+441202607008		<input type="checkbox"/>				0	Bournemouth
+441202607009	+441202607009	<input checked="" type="checkbox"/>		Paul Williams	Paul.Williams@qualifygo.com	1	Bournemouth
+441202607010	+441202607010	<input checked="" type="checkbox"/>		UK Help Desk	ukhelpdesk@qualifygo.com	1	Bournemouth
+441202607011		<input type="checkbox"/>				0	Bournemouth
+441202607012		<input type="checkbox"/>				0	Bournemouth
+441202607013	+441202607013	<input checked="" type="checkbox"/>		UK Help Desk	ukhelpdesk@qualifygo.com	1	Bournemouth
+441202607014		<input type="checkbox"/>				0	Bournemouth
+441202607015		<input type="checkbox"/>				0	Bournemouth
+441202607016		<input type="checkbox"/>				0	Bournemouth

1 - 30 of 80 items

Page 1 of 3

— Allocated  
— Unallocated

The number page allows detailed analysis on a specified number, partial number, dialling code or DID range. When the date range has been defined all calls to or from that number are displayed and a map showing the location for fixed line numbers.

# qualifyGo Role Based Access



The security policies are key to effective use of qualifyGo allowing restricted user access both at feature and organizational level. Any number of user policies can be defined which are allocated when a user signs in either with Microsoft Single Sign On (SSO) or using a username and password.

The screenshot displays the Role Based Access management interface. It features a search bar at the top left with a 'Search' button and a 'Clear' button. Below the search bar are 'New' and 'Delete' buttons. The main area contains a table with columns for 'Name', 'Is default', and 'Site'. The table lists three roles: 'Administrator' (Is default: checked, Site: All Sites), 'Reports' (Is default: checked, Site: All Sites), and 'SSO' (Is default: unchecked, Site: Main). On the right side, there is a 'New' section with 'Expand all' and 'Collapse all' buttons, followed by a list of features with checkboxes indicating access: Administration, Alarms, Budget, Client rights, Dashboard, Health monitor, IM Transcripts, Inventory, Number Management, Organization structure, Presence, Queue management, Recordings, Reports, Site admin, Tariffs, and Teams.

<input type="checkbox"/>	Name ↑	Is default	Site
<input type="checkbox"/>	Administrator	<input checked="" type="checkbox"/>	All Sites
<input type="checkbox"/>	Reports	<input checked="" type="checkbox"/>	All Sites
<input type="checkbox"/>	SSO	<input type="checkbox"/>	Main

- Administration
- Alarms
- Budget
- Client rights
- Dashboard
- Health monitor
- IM Transcripts
- Inventory
- Number Management
- Organization structure
- Presence
- Queue management
- Recordings
- Reports
- Site admin
- Tariffs
- Teams

# qualifyGo Threshold Alerts



Search

Name demo

Search Clear

New Delete

Name	Enabled	Type	Modified by user	Last updated
Conf Room	<input checked="" type="checkbox"/>	CDR	admin	9/13/2021

Conf Room

Conditions

Thresholds

Name Conf Room

Enabled

Rule type CDR

Active

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

From time 12:00:00 am

To time 11:59 pm

Alarms

E-mails demo@oakinnovate.com

Save

Within qualifyGo it is possible to set threshold alerts which give instant notification when a user defined call criteria has been met. The alerts are delivered via email and can be based on ring-time, call duration, call costs and other user defined parameters. qualifyGo relies on CDR details which are generated by the Microsoft Teams platform after the event, therefore there is a delay in receiving the alert until the call is terminated.

Conf Room

Conditions

Thresholds

Duration greater than or equal to 02:00:00

Ring time greater than or equal to hh:mm:ss

Cost greater than or equal to 0 GBP

MOS less than or equal to 5

Diagnostic IDs 2;9;10

Save

Conf Room

Conditions

Thresholds

Direction  Out  In  Internal

Service type  Audio  Video  IM

Dialed number / CLID

Extensions

Employees Conf. Bridge2

Gateways

Carriers

Data sources

Save

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