



# Variphy Call Analytics Platform Support

Variphy is the leading provider of call analytics and reporting for unified communications platforms.

## Key Benefits:

### ✓ **Unlimited Data Retention.**

Keep your calling data for as long as you want with no restrictions. Stay in compliance with regulatory and auditing requirements.

### ✓ **Multi-platform Support.**

Maintain visibility into your call data across multiple platforms within the same analytics and reporting application.

### ✓ **Advanced Search Criteria and Filtering.**

Search and filter your call data based on multiple criteria, such as calling and called number, name, device, call queue, and hunt group.

### ✓ **Risk-free Proof of Concept.**

Test our application in your environment with your data. Our risk-free trial is fully licensed with no limits on features or devices.

### ✓ **Role-based User Access.**

Define roles for users beyond “administrators vs. non-administrators” for better control over data visibility.

### ✓ **Automated Report Delivery.**

Schedule report delivery via email, email link, report repository, or chat in multiple file formats (PDF, HTML, CSV, XLSX).

### ✓ **Fully Customizable Reports.**

Customize your report to meet organizational needs. We offer display options for data, time period, output type, title, icon, colors, and more.

### ✓ **Variphy Deployment Options.**

Install application in your data center or Variphy Cloud. The choice is yours!

## Supported Platforms:



On-Premises UCM



Webex Calling



UCCX



CUBE



Zoom Phone



Microsoft Teams

## UC Data the Right Way

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# Quick Reference Guide

Variphy is the preferred analytics and management platform for over 2,000 organizations worldwide.



## Microsoft Teams Phone Reporting & Analytics

Gain enhanced insights into your Microsoft Teams Phone data. Track your organization's key metrics in real time and build reports with the level of granularity you need.



## Webex Calling Reporting & Analytics

Access advanced analytics tools for your Webex Calling data. Grant user-based permissions and stay in compliance with unlimited CDR retention.



## Zoom Phone Reporting & Analytics

Get full analytics and historical reports for your Zoom Phone environment. Search your call data quickly; schedule reports or generate them on demand.



## CUCM Reporting & Call Analytics

Visualize, search, analyze, and report on your CUCM CDR history. Generate alerts and track end-user activity, capacity utilization, and more.



## UCCX Wallboard Reporting & Analytics

Get real-time visibility into your UCCX data. Configure wallboard widgets to track agents and Contact Service Queues on one screen.



## Dashboards, Wallboards, & Widgets

Display your data how you want it. Choose widgets to visualize performance across CUCM, UCCX, and CUBE, and share your dashboards with other users.



## CUBE CDR Reporting

Customize and generate detailed reports on your CUBE call activity. Search and view your data with dynamic widgets and interactive charts.



## Variphy Cloud

Get robust analytics and reporting integration with the simplicity of cloud. Powered by FedRAMP Certified Google Cloud.



## Remote Phone Control, Macros, & Broadcast

Test and troubleshoot Cisco IP phones from the comfort of your on-network PC. Measure real-time voice quality of service, update firmware, and more.



## DN & DID Inventory Management

Move your DID block and number inventory out of spreadsheets. Find active, available numbers using real-time data and assign user permissions.



## Change Management & As-built Reporting

Track system changes made by other users. Compare your real-time environment to historic snapshots and get automated email reports.



# Variphy can assist with your migration to a cloud calling platform.

## Seamless Migration to Cloud Calling with Variphy

The migration from on-premises to cloud calling can be full of challenges: determining costs, maintaining visibility into your call data, and ensuring adoption. Throughout the process, Variphy can help you save money on licensing and maintenance costs and give you insight into your environments so you can make data-driven decisions.



### Pre-Migration Benefits:

- Determine physical phone cloud compatibility and readiness.
- Assess hunt group configurations, resource staffing, and usage statistics.
- Choose the correct calling plans needed by each user.
- Identify trending CUCM, carrier, and site capacity utilization.
- Find dormant phones, users, DNs, and DIDs.
- View usage on DID, phone models, DNs, and users.



### During Migration Benefits:

- Export as-built reports for compliance.
- Measure adoption while maintaining visibility of CUCM usage.
- Report on multiple calling platforms at the same time in the same application.
- Confirm and document changes in CUCM.
- Identify who is making or has made a change in CUCM.
- Validate call volume and call flow in your new environment.



### Post-Migration Benefits:

- Use analytics on your old and new systems.
- Automate reports to validate or identify changes in call volume.
- Retain data of CUCM configuration.
- Monitor user adoption and calling license utilization.
- Get hybrid UC environment support.

**Terms:** This offer includes a 180-day license of the Variphy application and support for unlimited phones.

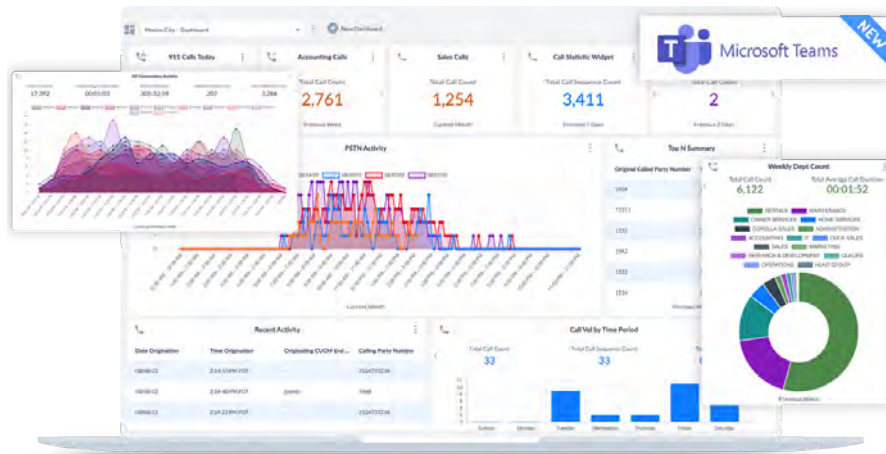
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# Reporting and Analytics for Microsoft Teams Phone

Search, analyze, and report on your organization's Microsoft Teams Phone call activity. Generate reports on demand or schedule for multiple output formats, including PDF, XLSX, CSV, and HTML.



## Web-based analytics and reporting

- ☑ Microsoft Teams Phone call history search
- ☑ Fully customizable dashboards and widgets
- ☑ Customizable drag-and-drop interface
- ☑ End user, department, and other use cases
- ☑ Permissions-based restrictions for users

## Flexible deployment and configuration

- ☑ Unlimited Microsoft Teams Phone data retention
- ☑ Variphy Cloud or on-premises deployment
- ☑ PDF, XLSX, CSV, and HTML report formats
- ☑ Free and fully functional trial in minutes
- ☑ 100% U.S.-based service delivery and support

## Call History Reporting

Call Flow Sequence 1									
Time	Time	Time	Time	Time	Time	Time	Time	Time	Time
1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30
1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30
1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30	1/11/2021 10:15:30

- Track calls throughout your Microsoft Teams Phone environment from start to end
- Perform ad hoc searches to locate call information

## Scheduled Report Delivery

Report

All Claim Hunt Groups - Call Statistics

Execution Schedule

Schedule Frequency

By Day of Week

Days of the Week

SUN

MON

TUES

WED

THU

Save

Cancel

- Schedule daily, weekly, and/or monthly delivery of your reports
- Receive your reports via email or chatbot

## Report Customization

Hunt Group

Filter by Call Duration or Status

Include all calls

Original Called Party Number

equals

77

Run Report

Hunt Group Summary

Call Count

Answered

Ring Duration

Call Duration

Ring Duration

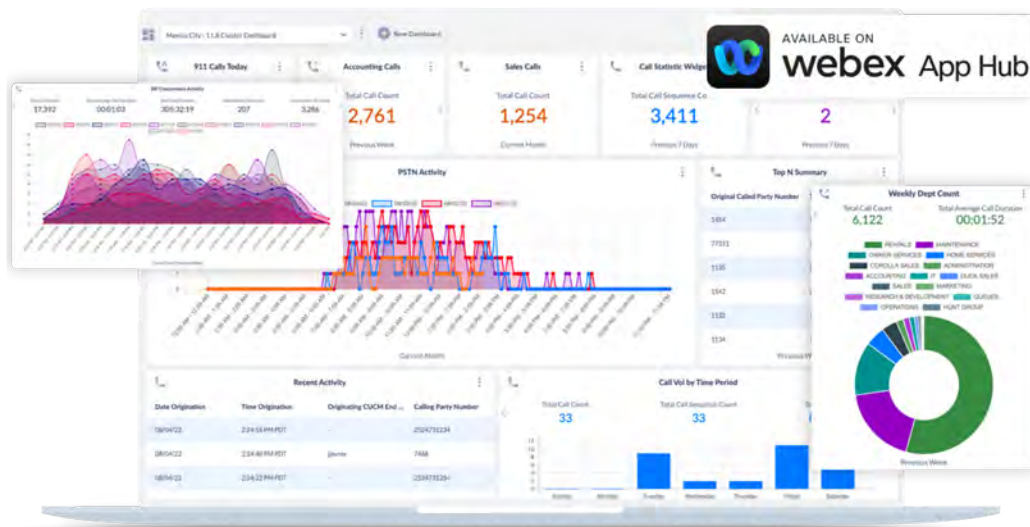
- Create summaries, charts, and tables with your preferred level of detail
- Customize detail columns and labels for technical vs. non-technical audiences





# Variphy Call Analytics for Webex Calling

Search, analyze, and report on your Webex Calling activity



## Web-based analytics and reporting

- Search Webex Calling CDR instantly
- End-user, location, and other reporting use cases
- Permissions-based restrictions for users
- PDF, XLSX, CSV, and HTML report formats

## Flexible deployment and configuration

- Unlimited Webex Calling data retention
- Variphy Cloud or on-premises deployment
- Free and fully functional trial in minutes
- 100% U.S.-based service delivery and support

## Call History Reporting



- Track calls throughout your Webex Calling environment from start to end
- Quickly perform ad hoc searches to locate call information

## Scheduled Report Delivery

- Schedule daily, weekly, and/or monthly delivery of your reports
- Receive your reports via email, report repository, or Webex Bot

## Report Customization

- Create summaries, charts, and tables with your preferred level of detail
- Customize detail columns and labels for technical vs. non-technical audiences

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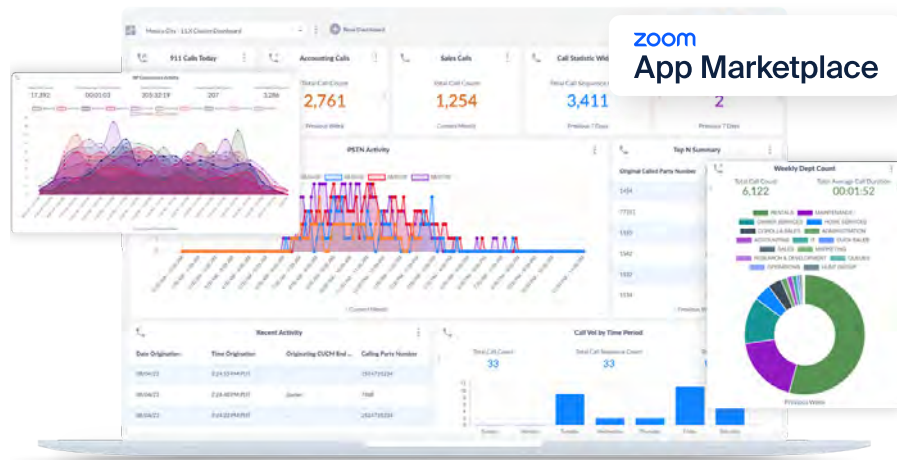




# Zoom Phone Reporting and Call Analytics

Search, analyze, and report on your team's Zoom Phone call activity

Variphy is the preferred analytics and management platform for over 1,500 public and private organizations, totaling more than 4 million phones in over 30 countries.



## Web-based analytics and reporting

- ✓ Robust historical call log reporting
- ✓ Fully customizable dashboards and widgets
- ✓ Customizable drag-and-drop interface
- ✓ End user, department, and other use cases
- ✓ Permissions-based restrictions for users

## Easy setup and configuration

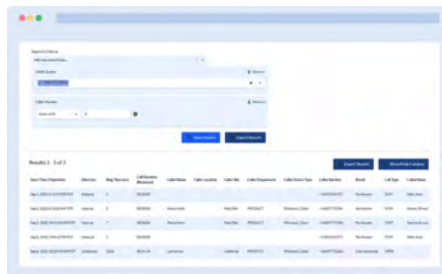
- ✓ Unlimited call log retention
- ✓ Role-based access permissions
- ✓ View and search Zoom Phone call activity and data
- ✓ PDF, XLSX, CSV, and HTML report formats
- ✓ 100% U.S.-based service delivery and support

## Call History Reporting



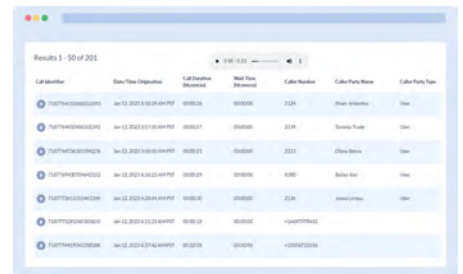
- Customizable search criteria
- User-defined report layouts
- Under-utilized users report

## Call Queue and Auto-Attendant Handling



- Real-time visibility
- Historical trends
- In-depth queue and agent performance data

## Play/Download Recorded Calls



- Ability to search specific or all call recordings
- On-demand audio playback or download options

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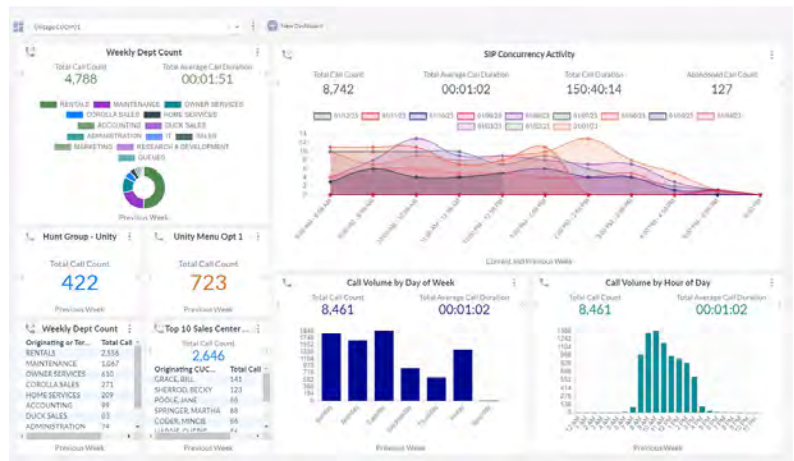
# CDR Reporting and Call Analytics

Call History, QoS, and Capacity Analysis and Reporting

Variphy is the preferred analytics and management platform for over 1,500 public and private organizations, totaling more than 4 million phones in over 30 countries.

## Fully-Customizable User Dashboards

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



## Call History Reporting



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

## Capacity Utilization



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

## CDR Notification Alerts



Date/Time	Originating Party	Terminating Party	Originating Cause Code	Terminating Cause Code	Call Duration
Jan 6, 2016 8:53:44 PM	Calling Party: 10009 End User: Robinson, Dorothy Device: 10009 Device Name: SP000120458789 Device IP: 10.0.0.1 Location: Chicago, Ill, A	Original Cause Code: 1013 Terminating Cause Code: 1013 Service: SIP Trunking End User: Primary Device IP: Chicago SIP Location: Chicago, Ill, A	Normal call clearing	No error	00:05:18

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





# UCCX Wallboards and Reporting

Cisco Unified Contact Center Express real-time dashboard delivery

Variphy is the preferred analytics and management platform for over 1,500 public and private organizations, totaling more than 4 million phones in over 30 countries.

## Configurable Agent & Contact Service Queue Reporting

The screenshot shows a table titled 'Data Grouping' with the following columns: Agent Name, Agent Extension, Logged In Time, Not Ready Average for Break, Not Ready Time, Not Ready Count for Call Not Answered, Inbound Count, Inbound Handled Count, and Inbound Abandoned Count. The table lists data for 15 agents, including Klay Thompson, Draymond Green, Damian Jones, Jordan Bell, Stephen Curry, Andre Iguodala, Shaun Livingston, Quinn Cook, Jacob Evans, DelMarcus Cousins, Kevin Durant, and Kevin Looney.

Agent Name	Agent Extension	Logged In Time	Not Ready Average for Break	Not Ready Time	Not Ready Count for Call Not Answered	Inbound Count	Inbound Handled Count	Inbound Abandoned Count
Klay Thompson	1059	13:05:37	02:58:57	09:21:25	0	24	20	4
Draymond Green	6119	09:42:54	00:57:11	08:36:11	1	0	0	0
Damian Jones	6360	11:52:40	00:37:16	08:37:10	0	0	0	0
Jordan Bell	8220	11:59:03	00:25:41	10:51:31	0	0	0	0
Stephen Curry	6332	12:00:21	00:24:35	09:58:55	0	0	0	0
Andre Iguodala	8624	13:02:32	00:23:05	10:44:32	0	0	0	0
Shaun Livingston	8304	10:32:55	00:22:44	08:06:10	0	0	0	0
Quinn Cook	8544	12:00:27	00:21:56	11:22:34	0	0	0	0
Jacob Evans	6375	11:04:38	00:19:59	10:03:37	1	2	2	0
DelMarcus Cousins	6290	09:58:29	00:19:48	07:05:07	0	2	2	0
Kevin Durant	8903	10:47:22	00:19:44	08:09:10	0	2	2	0
Kevin Looney	3542	13:59:56	00:19:27	07:27:12	5	1	1	0

*Report generation, scheduling, and permissions*

## Display Data on Large Screens in Contact Centers

The screenshot shows a table titled 'CSQ Statistic Details' with the following columns: CSQ Name, Available Agents, Average Talk Duration, Average Wait Duration, Calls Abandoned, and Calls Dequeued. The table lists data for various CSQs, including CSR\_1, CSR\_2, CSR\_Dev, CSQ\_US, CSQ\_EU, and a Summary row. Visual alert colors are used for the Available Agents column: orange for 1, blue for 2, and red for 0.

CSQ Name	Available Agents	Average Talk Duration	Average Wait Duration	Calls Abandoned	Calls Dequeued
CSR_1	1	00:00:00	00:00:00	0	0
CSR_2	2	00:00:00	00:00:00	3	0
CSR_Dev	1	00:00:00	00:00:00	0	0
CSQ_US	9	00:10:11	00:00:08	4	0
CSQ_EU	0	00:06:02	00:00:47	5	5
Summary	16	00:05:12	00:00:12	12	5

*Visual alert color changes based on configurable thresholds*

## Additional Key Highlights

- Call Analytics reports for UCCX clusters can be configured, run on demand or scheduled for email, Webex Chat, and FTP delivery.
- Administrators, supervisors, and agents can access web-based reports.
- Data may be displayed with visual or audible alerts based on configurable thresholds on large screens in contact centers.
- Agents and Contact Service Queues (CSQ) can be monitored on any device with supported web browsers.
- Customizable and dynamic user-based data restrictions are available for wallboarding.
- Wallboards are fully integrated with Variphy's Call Analytics dashboard.
- Reporting on inactive or deleted agents.



# CUBE CDR Reporting

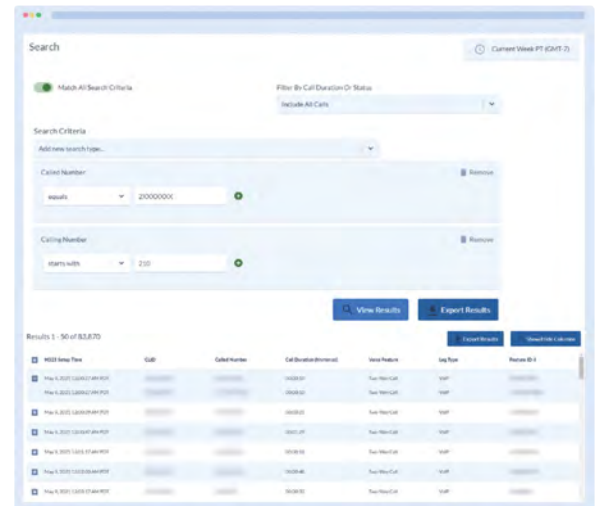
Search, analyze, report, schedule, & relax

Much like CUCM CDR Reporting and UCCX Call Analytics, Variphy's CUBE CDR reporting and dashboard widgets allow you to search, analyze, and report upon your CUBE call activity.

## Instantly Search & View Your Cisco CUBE CDR Call History

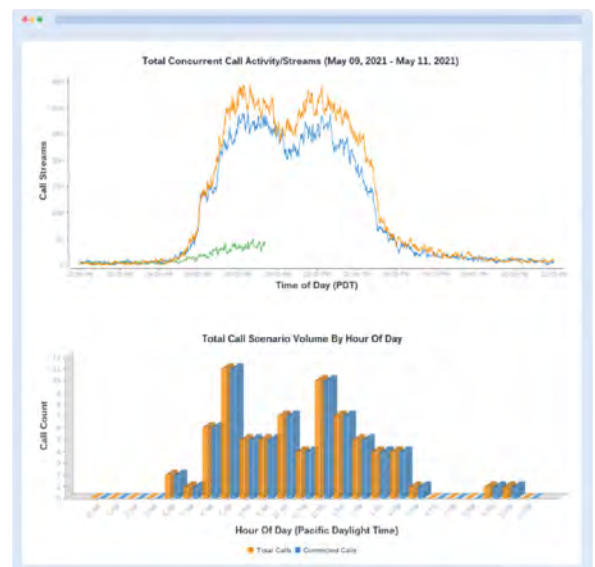
By design, your Cisco Unified Communications Manager (CUCM) may not be "aware" of all calls. Therefore, the CUCM CDR data will not include all CUBE call activity.

- Search and generate reports using parameters such as Calling Number (CLID), Dialed Number Identification Service (DNIS), PeerID, Peer Address, Information Type, Internal Error Code, and Voice Feature.
- Use our flexible Match Any vs All logic to search for multiple criteria in your call history.
- Select from periods such as "Previous 6 Hours," "Current Day," "Previous 7 Days," and "Current Quarter." You can also filter for a specific window of time.
- Choose the detail columns you want to display, and Variphy will automatically associate and order all events for each call.



## Cisco CUBE Call Analytics Reporting

- Customize and re-use unlimited CUBE Call Analytics reports.
- Choose whether to include detailed call history as well as key statistics including call volume, capacity utilization or other time-based metrics in either chart or tabular formats.
- Generate reports for 1 or multiple CUBE Systems on-demand or scheduled for automated delivery.
- CUBE Call Analytics Reports can be downloaded, emailed, sent to Webex Chat Spaces/Users, uploaded to FTP servers and shared via the built-in report repository.
- Provide reports the way users want them - choose from PDF, XLSX, HTML, or CSV formats.



## Additional Features

- Full CUBE CDR Call Event Details
- Cisco CUBE Dashboard Widgets
- Configurable CUBE Data Retention Periods



# DN & DID Inventory Management

Find, filter, and report using Variphy's web-based system

Variphy is the preferred analytics and management platform for over 1,500 public and private organizations, totaling more than 4 million phones in over 30 countries.

## Key Highlights

Move your DID (Direct Inward Dialing) block and number inventory out of spreadsheets and into Variphy.

- Multiple DID blocks are stored and accessed without spreadsheets.
- DID number availability is automatically discovered based upon real-time CUCM status.
- Assigning user permissions to blocks is easy.
- DID blocks can be associated to one or multiple CUCM clusters.

DID Number	Status	Tags	CUCM Cluster	Directory Number	Partition	Description	Assigned Devices	Number Type
+1 (702) 341-0	Available		10.20.30.45					
+1 (702) 341-1	Available		10.20.30.45					
+1 (702) 341-2	Available		10.20.30.45					
+1 (702) 341-3	Available		10.20.30.45					
+1 (702) 341-4	Available		10.20.30.45					
+1 (702) 341-4000	Inactive/Unassigned	Main Reception	10.20.30.45	4000	PT Directory-Numbers	Main Reception		Device
+1 (702) 341-4002	Inactive/Unassigned	Main Reception	10.20.30.45	4002	PT Directory-Numbers	Former Employee - Dormant		Device
+1 (702) 341-4005	Available	Main Reception	10.20.30.45					
+1 (702) 341-4009	Inactive/Unassigned	Main Reception	10.20.30.45	4009	PT Directory-Numbers	Former Employee - Dormant		Device
+1 (702) 341-4044	Inactive/Unassigned		10.20.30.45	4044	PT Directory-Numbers			Device
+1 (702) 341-4100	Available		10.20.30.45					

## DID Block Management and Configuration

Tag Numbers

+1 (702) 341 - 4000 to 4010

Tags: Main Reception

+1 (702) 341 - 4010 to 4015

Tags: Second Building

+1 (702) 341 - 4015 to 4020

Tags: 3rd

+1 (702) 341 - to

Tags: Select...

## User Permissions Interface

User/Group	Type	Access
Chicago_User	User	Read
Admin	User	Read
Admin	User	Read
Chicago_User	User	Tag

## Find, Filter, and Report Using DID Management

DID Block: HQ 702-341-5xxx

DID Number Range: +1 (702) 341 - 50

Status: Available, Inactive/Unassigned, Activ

Results: Export Results

25 of 100

## Remote Phone Control, Change Management, and As-Built Configuration

## Remote Phone Control & Macros

- 

## As-Built Configuration Reporting




### iP Phone Registration

Status Summary	Phone Count
Registered	11
Unregistered	13

Server Summary	Phone Count
Registered (00:20:36:30)	11

Phone	Description	Default IP	DN	IP Address	Status
 PCOSCHMITZUCK	Des Schmitt PC UCCX	Default	1112E		Unregistered
 REPASOCCASABE16	Aulu 1927	Default	1007	10.25.30.235	Registered (10:20:36:30)
 SECS618P19FCB5	Aulu 1009	Default	1008	10.25.30.238	Registered (10:20:36:30)

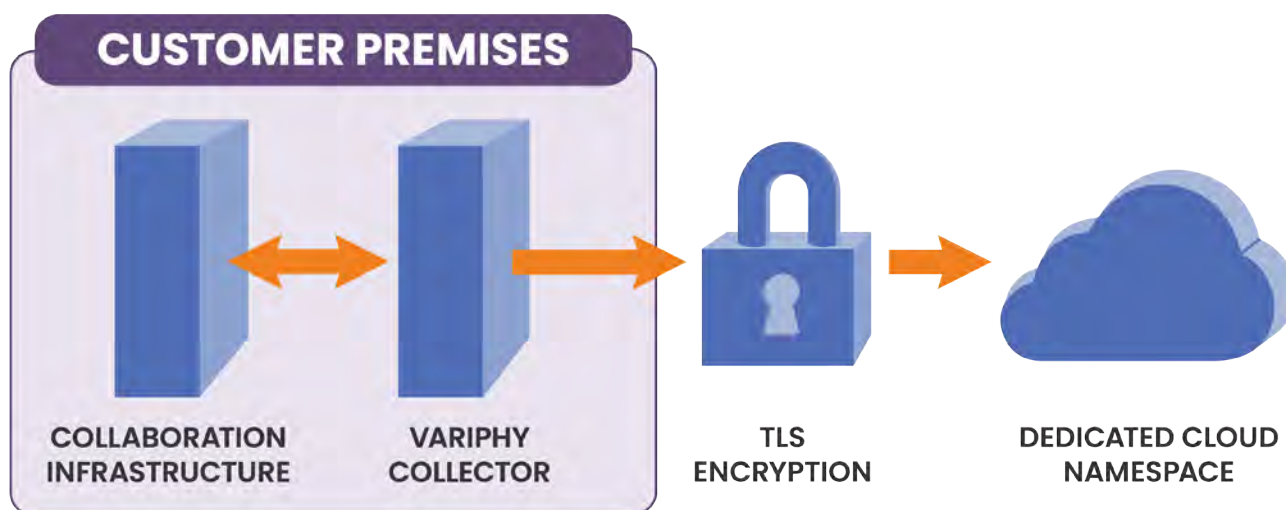
- Identify phone registration and serial numbers
- Generate real-time or historical reports
- Search via cluster-wide or custom filtering
- Export in PDF, CSV, or Microsoft Word/RTF



# Variphy Cloud

Visualize, search, analyze, and report on all your CUCM CDR call data

Variphy is the preferred analytics and management platform for over 1,500 public and private organizations, totaling more than 4 million phones in over 30 countries.



## Key Highlights

- Variphy Collector runs on customer premise alongside other Variphy features to automatically and securely facilitate CDR and CUCM data to Variphy Cloud.
- Variphy Cloud is powered by FedRAMP Certified Google Cloud.
- Annual subscriptions are available based on the amount of data volume and retention.
- Our solution offers the same product look, feel, and industry-leading CUCM integration as existing on-premise versions.
- Our platform pairs perfectly with Enhanced Consulting Services (ECS).





# World-Class Support Solutions

Which of Variphy's robust support solutions will work best for you?

Unlock the full power of Variphy with our Professional Subscription or our Enhanced Consulting Services (ECS) Subscription. Reach your goals faster with our one-on-one support and expert guidance.

	Professional Subscription	ECS Subscription
INITIAL RESPONSE TIME	12 Business Hours	8 Business Hours
SUPPORT TYPE	<ul style="list-style-type: none"><li>• Priority Queueing</li><li>• How-to Guidance</li><li>• Break/Fix Troubleshooting</li></ul>	<ul style="list-style-type: none"><li>• Dedicated Variphy</li><li>• Systems Engineer</li><li>• How-to Guidance</li><li>• Break/Fix Troubleshooting</li></ul>
SUPPORT METHOD	Remote Support (Guided)	Remote Support (Guided) OR Unattended Access
DEDICATED VARIPHY SYSTEMS ENGINEER	Not Included	Included
VARIPHY SERVICE ACCOUNT (UNATTENDED REMOTE ACCESS)	Not Included	Available
CUSTOM ALERT CONFIGURATION	Included	Included
SERVICE TICKET PRIORITY	Included	Included
INSTALLATION AND UPGRADE SERVICES	Included	Included
OFFLINE REPORT BUILDING	Limited	Unlimited
SERVER MIGRATION	Additional Cost	Limited
CDR DATABASE ARCHIVING	Additional Cost	Included

## Support features exclusive to ECS Subscription customers:

### System Health Check

- Best Practice Review
- Processor Utilization
- Memory Utilization
- Security Best Practices
- License Utilization

### Proactive Daily System Monitoring

- CDR Processing Error
- No CDR Received Error
- Disk Utilization
- Failed Report

### Advanced Configuration Services

- Assisted Installation
- Configuration of Dashboards and Reports
- Configuration of Automated Report Delivery

### End User & Administrative Training Sessions

- Training for New Users
- Training for New Administrators
- New Features and Refresher
- Training Courses

### Quarterly Service Review

- Assisted System Upgrade
- System Utilization Review
- Services Summary
- License Utilization Review
- Roadmap Updates