

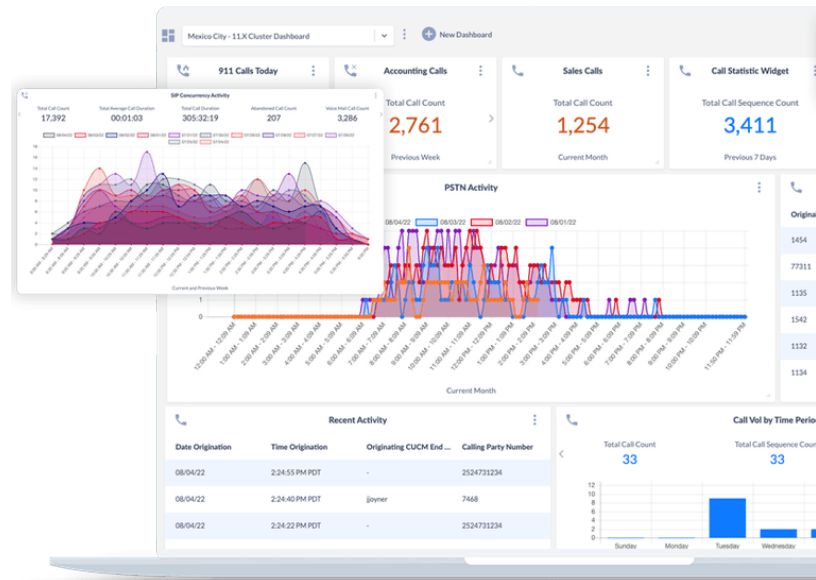


Webex Calling Analytics and Reporting

Variphy delivers customizable reporting and dashboards that go beyond the out-of-the-box metrics. With seamless integration and support for multiple platforms, Variphy empowers organizations to track exactly the data they need.

With Variphy, you gain:

- ✓ Full call flow visibility.
- ✓ Near-real-time hunt group tracking.
- ✓ Role-based access for non-admin users.
- ✓ Scalable, centralized reporting.
- ✓ Flexible, long-term call data retention.



Variphy and Webex Control Hub

FEATURE	With Variphy Integration	Webex Control Hub Only
DASHBOARDS	Customizable and shareable dashboards and widgets	Limited dashboard capabilities
DATA	Unlimited data retention, runtime access for reporting, and hosting flexibility in desired location	Limited data retention with 24-hour waiting period
ROLES & PERMISSIONS	Advanced role-based access	Admin-only reporting access
PRODUCTIVITY & PERFORMANCE REPORTING	Call volume, outgoing, inbound, missed calls, hunt group, and queue reporting	Basic call record logging with limited granularity
SUPPORT	100% US-based support by industry-leading SMEs	Non-specialized Cisco TAC
PLATFORM SUPPORT	Cisco CUCM, UCCX, CUBE, Webex Calling (Multi-tenant and Dedicated Instance), Webex Contact Center, Microsoft Teams Phone, and Zoom Phone	Webex Calling (Multi-tenant and Dedicated Instance), Cisco Webex, Cloud-Connected UC
LICENSING	One Variphy license supports unlimited users for reporting	Pro Pack license required for each user to perform reporting