TrackIFY - Telephony

TrackIFY Telephony for Microsoft Teams, all-in-one solution for efficient communication administration.
It enables IT administrator to provide insights on Telephony Infra usages, effectively manage phone numbers and customize to automate different administration workflows.

It also provides complete framework to adhere to India Telecom Compliance [TRAI] guidelines.

TrackIFY
Tracks Infrastructure For You

Sign in

Enter your registered email address to signin

Email Address *

Register

NEXT

Digikraft Solutions Pvt. Ltd
CRAFT IT JOURNEY

TrackIFY - Telephony

TrackIFY Telephony for Microsoft Teams is a solution for streamlined Telephony Infrastructure management.

Insightful Tracking:
TrackIFY monitors VOIP infrastructure, providing IT administrators with real-time insights into telephony usage patterns. Stay informed and optimize your communication resources.

Efficient Number Management:
Managing phone numbers can be complex. TrackIFY simplifies this task, allowing you to allocate, track, and organize phone numbers effortlessly.

Customizable Workflows:
Tailor TrackIFY to fit your unique needs. Automate routine administration tasks, saving time and reducing manual effort.

Compliance Made Easy:
TrackIFY adheres to India Telecom Compliance [TRAI] guidelines. Ensure regulatory compliance seamlessly.

Call Detailed Records

Solutions aims to collate, synthesis and store Call records from different telephony products such as Microsoft Teams, Genesys Pure Cloud and Cisco Unified Communication Managers, ensuring to meet TRAI Guidelines.

- **Segregated Call Records**: Maintain separate records for PSTN calls and Peer-to-Peer calls. This ensures clarity and accurate tracking.

- **Duration-Based Filtering:** Filter call records based on duration. Identify short or unusually long calls efficiently.

- **Seamless Integrations**: Integrate with telephony servers seamlessly. Ensure smooth data flow and real-time updates.

- **Troubleshooting Insights**: Access detailed SIP Call messages for specific calls. Facilitate rapid issue resolution.

- **Toll Bypass Detection**: Identify and notify administrators about toll bypass calls. Enhance security and compliance.

- **Customizable Dashboard Views**: Tailor the dashboard to your specific needs. Visualize call data effectively.

* One of the important guidelines as part of India Telecom Guidelines is to maintain untampered Call detailed records for PSTN Calling and Peer to Peer Calling for the duration of 1 year in the local repositories.

Phone Number Management

Key Features:

Contact Management:
Efficiently manage and organize contact information within the system. This includes storing names, phone numbers, Telco Provider and other relevant details.

### Phone Number Usage Tracking:
Monitor and track the utilization of phone numbers. Understand which numbers are actively in use to optimize resources effectively.

Historical Phone Number Records:
Maintain a comprehensive history of phone number assignments, changes, and disconnections. This feature assists with tracking and auditing.

Reporting :
Generate insightful reports on phone number usage trends and allocation. These reports aid in forecasting future phone number requirements.
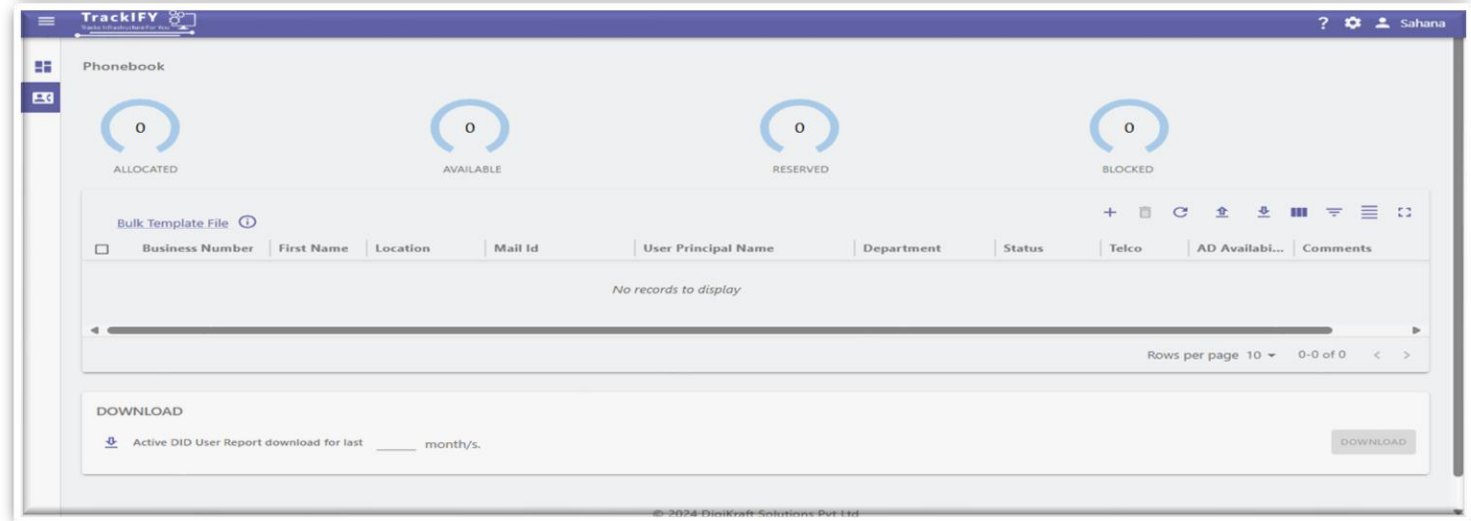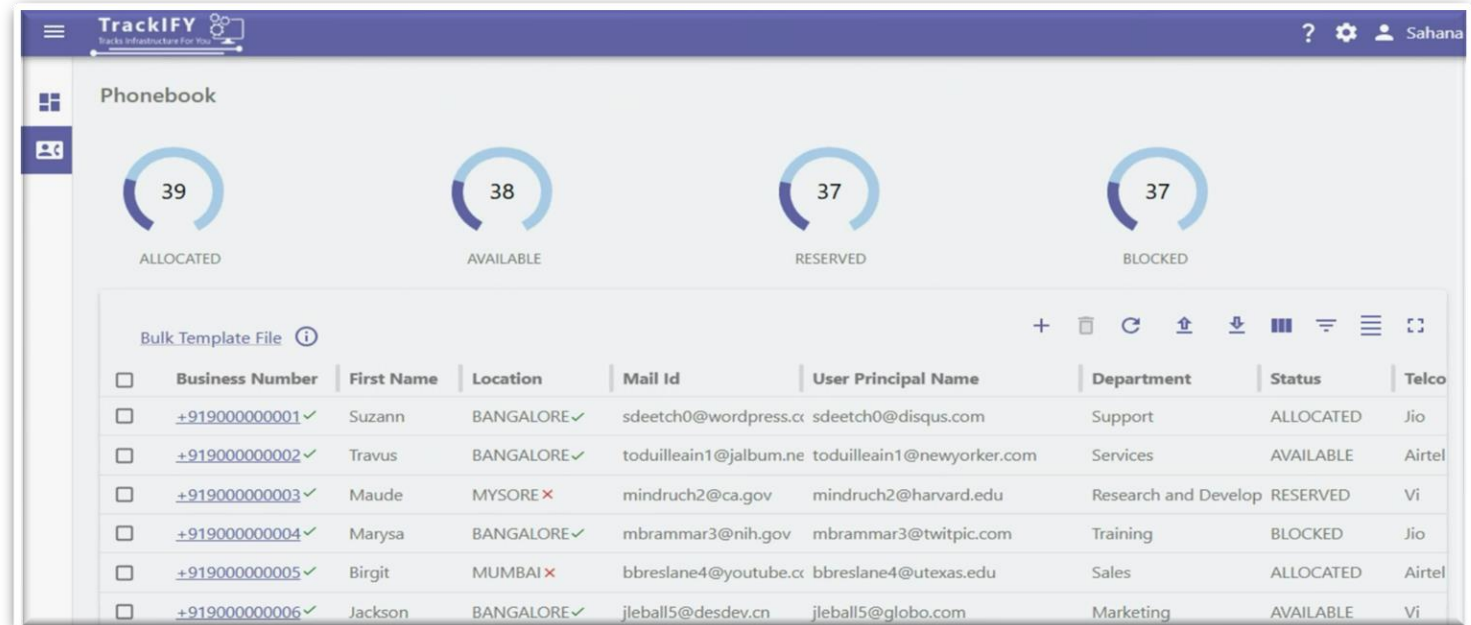
Business Logics

Key Features:

User Management and Role-Based Access: Efficiently administer user accounts and control access levels.

API-Based Integrations: Seamlessly connect with other systems using APIs.

Backup and Restore: Safeguard your data with reliable backup and recovery solutions.

Email Alerts: Receive timely notifications via email.

Trunk & User Location Mapping: Associate PSTN trunk lines and map user locations to identify Toll By-passes.

Custom Workflow Automations: Create personalized workflows to streamline processes
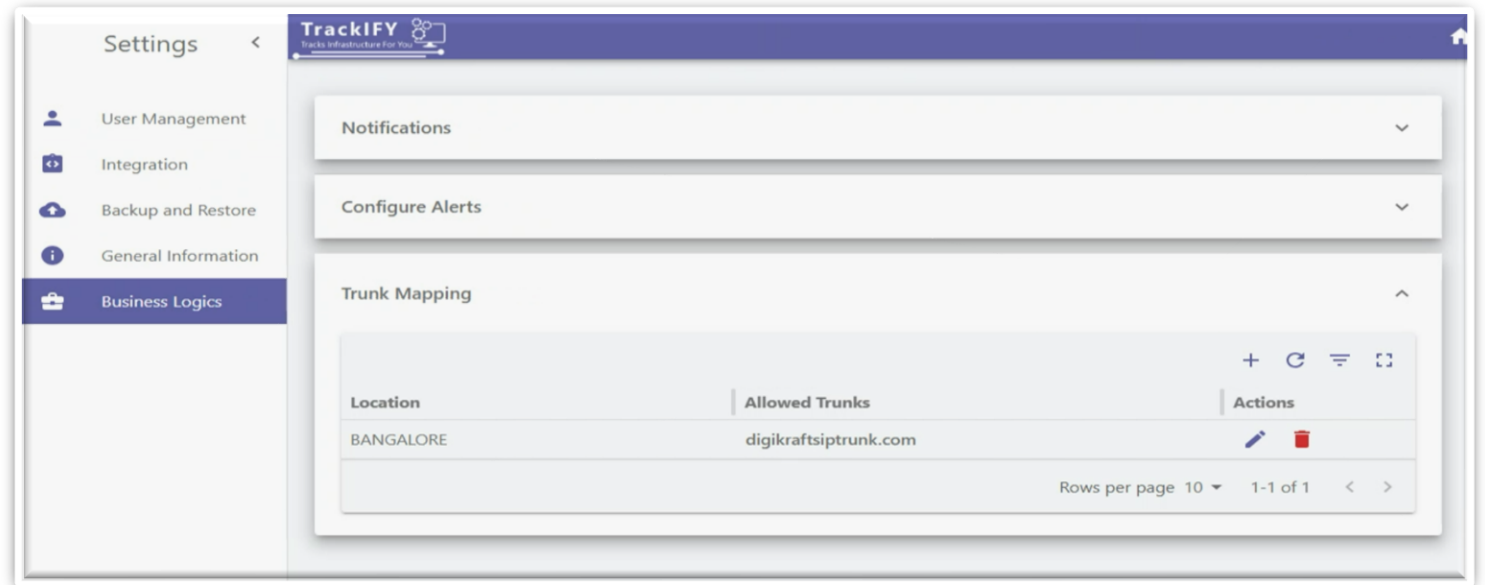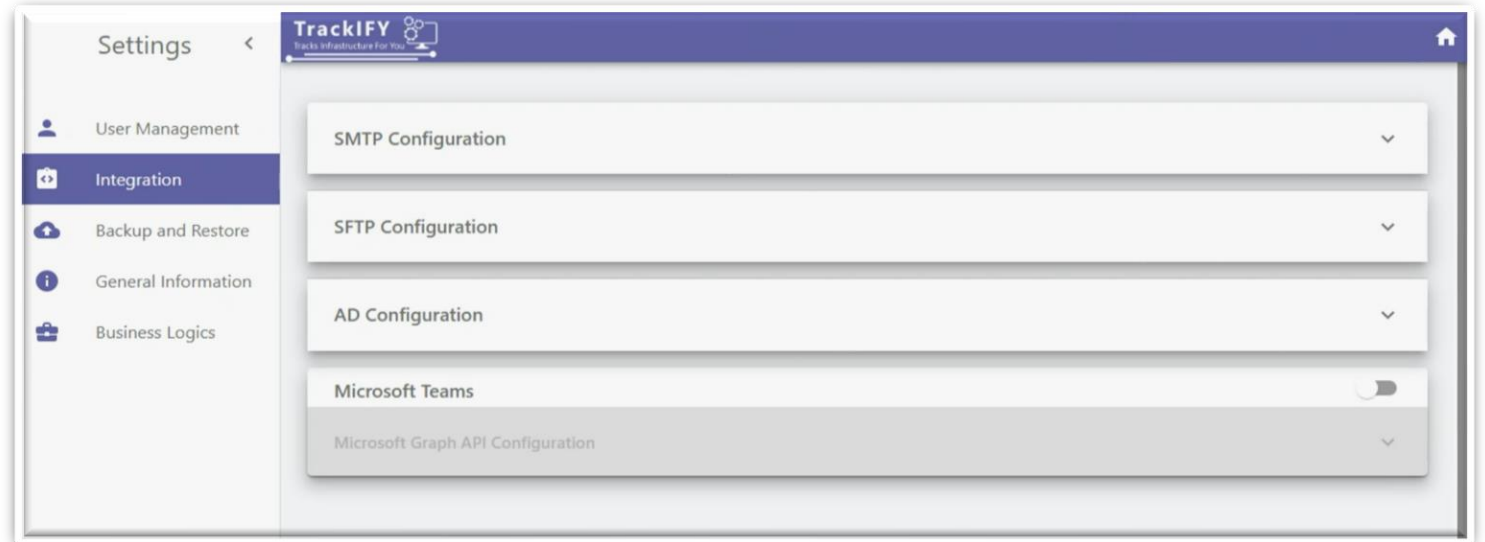
Thank You

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