

Proteus Enterprise for Microsoft Teams

Product Sheet



Proteus® Enterprise for Microsoft Teams is Enghouse Interactive's advanced call accounting application designed to provide medium to large corporations with detailed analysis of your communication and collaboration systems, helping you to gain maximum efficiency from your investment.

Summary

The solution consists of several key features:

- The **Proteus user interface** can run natively as a web application, or it can be run as an **app within the Teams client**. This allows users to work wholly within Teams if desired.
- The collection of call records (CDRs) from Microsoft Teams is achieved using a proprietary Data Collector that is native to Proteus. This downloads the CDRs for a specific tenant using the latest Microsoft Teams APIs. The CDRs are then processed and stored by Proteus for immediately analysis.
- Reporting across a wide range of Teams activities via new dashboard **widgets and reports**.
- Analysis includes both traditional **CDR activity, costing and quality of service**.

Proteus Background

Proteus Enterprise has been an industry leader in call accounting, or logging, for over 30 years. It provides corporations with business analysis tools focused on interpreting the complex usage and costing associated with their communications and collaboration platforms. It achieves this using fully customisable dashboards and a comprehensive set of reporting features.

Proteus supports the CDR specifications of over 100 UC, IP and TDM communications systems, all trader voice platforms, plus quality of service (QoS) data for selected IP PBX.

Key Use Cases Addressed by Proteus

Proteus helps corporations manage communications and collaboration investments in a number of key areas:

- **Cost management:** identify unused or under used assets for discontinuation; run cost analysis and cost allocation on PSTN and mobile services; identify potentially costly fraudulent use of services.

- **Productivity and KPI measurement:** particularly relevant with high levels of home working; measure staff activity to ensure both productivity and work-life balance is maintained.
- **Migration planning:** transitioning from Skype for Business or other on-premise solutions to MS Teams requires an understanding of current system usage to assess impact and then needs on-going measurement to ensure a successful long term outcome. Proteus is ideally placed to provide the business analysis required before, during and after migration.
- **Quality of Service:** monitor your communications network and remote workers to ensure consistent quality of service is being maintained and identify issues quickly.

MS Teams CDR Data Types

Proteus is able to report across the following media types: audio calls (Teams and PSTN), video call, group call, screen share and auto attendant dial.

In addition to the itemised usage data, quality of service is also reported using jitter, packet loss and round-trip time. Proteus then calculates a mean opinion score (MOS) for service quality.

Device and product information is included in the CDR records, including device OS; platform type (Skype for Business or Teams); and headset type, if known.

MS Teams Reporting Specifics

Device and product information is included in the CDR records, including device OS; platform type (Skype for Business or Teams); and headset type, if known.

Three additional MS Teams specific standard dashboard widgets show:

- Active users, Skype for Business vs. Teams. This can be used for migration planning and management.
- External (PSTN) calling vs. Teams calling. This shows the percentage of calls that are native to Teams versus calls that are made over PSTN.
- Active calls per PBX. This graph shows a daily summary of call volume per installed PBX, e.g. Skype for Business vs. Teams vs. Cisco UCM.

A summary report features data across the MS Teams system based on daily or weekly summaries.

- Activity Analysis – provides a comparison and breakdown of activity including group calls, screen shares, audio calls and video calls.
- Call Quality Data – compares 'good' quality calls against 'bad' quality calls as calculated using MOS scores.
- External Calls Analysis – compares PSTN call volumes vs. non PSTN call volumes.
- Active Users Analysis – Shows the number of active MS Teams users per day over time.

Other data available for reporting within dashboard widgets and reports includes:

- Platform Type – Windows, Android, IOS, MacOS, Web, Other
- Product – MS Teams, Skype for Business, Other
- Device Type – Jabra, Apple Audio, Default input device, Logitech, Plantronics, etc.

Other Key Product Features

Interface

- Responsive HTML 5 interface providing access to features and data from a range of devices.
- Can be embedded into Teams as a client-side app.
- Fully customisable dashboards for powerful data analysis.

Reporting

- Real-time and historic summary and detailed reporting including by department, person, line, switch/PBX and cost centre.
- Powerful custom report builder allowing customers to create reports to their own specification.
- Trend and KPI reporting.
- Personal call tagging (optional feature).
- Carrier bill cost allocation.
- Large choice of report export options including MS Excel, MS Word, RTF and PDF.
- Scheduled reporting allows reports to be emailed periodically, maximising convenience.

Costing

- Real-time costing engine with billing reports supporting multiple currencies.
- Carrier comparison tool to ensure optimal telecoms spend.
- Cost allocation and charge back to cost centres.
- Onward billing with mark-up and fixed cost management.

Alerting

- User defined alerts that target specific types of calls, such as premium rate numbers, calls over a specific duration or cost, response times and no calls over specified period.
- Proactive alerts warning of service disruption or failure.
- Notification of unusual activity trends.

Automation

- Many processes can be automated, such as directory synchronisation (this is automatically managed by the MS Teams user data), scheduled reporting and alert notification.

Scalability

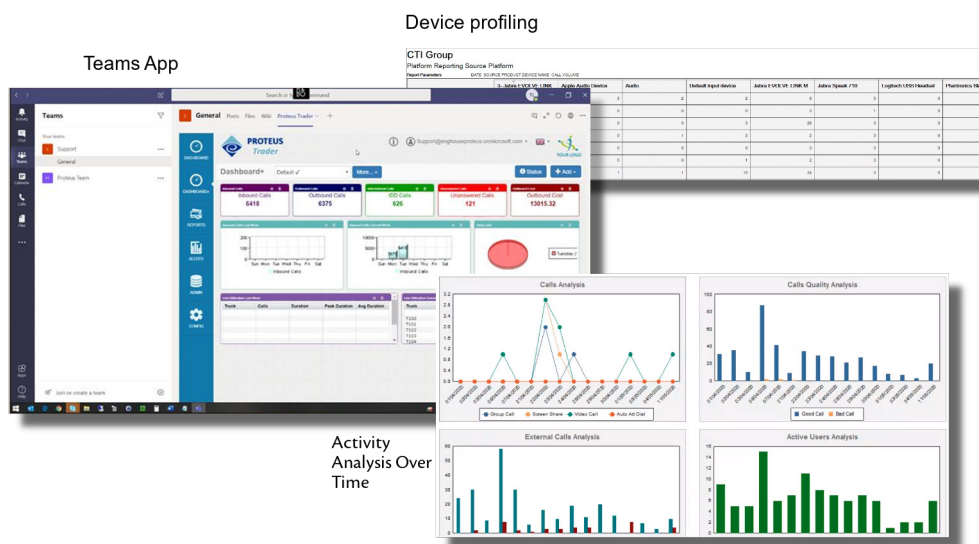
- Highly scalable supporting multinational, multisite deployments.
- Proven in the field to over 1,000 sites and 250,000+ extensions per system.

Security

- Highly granular access policies, defined and limited by the system administrator, allowing secure access from any point.
- Unlimited secure users.

Platform

- Windows Server.
- SQL database.
- IIS web server.



ABOUT ENGHOUSE INTERACTIVE

Enghouse Interactive’s integrated suite of solutions includes multi-channel contact centre, self-service, attendant operator consoles, video collaboration and workforce optimisation. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements.