Shadow

**UC Analytics
for Microsoft UC**

*measure, monitor, manage...
empower productivity!*

Shadow UC Analytics delivers unparalleled visibility of your Unified Communication consumption ensuring your investment in time, money and resources is delivering the business benefits you expected.

Shadow is an intuitive, user driven solution producing only relevant information through its customizable dashboards and automated reports.

You can manage your entire ecosystem with modules for call accounting, response groups dashboards, call recording and number management system.

Our AI bot, Codie, can assist you from anywhere, anytime.
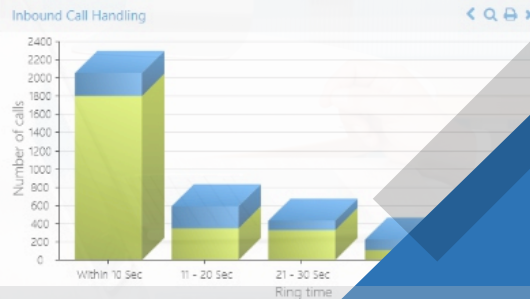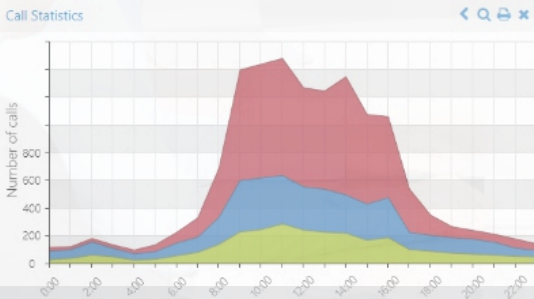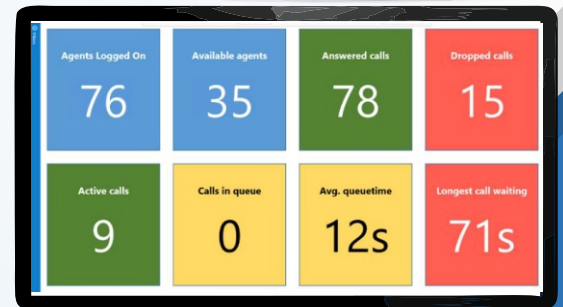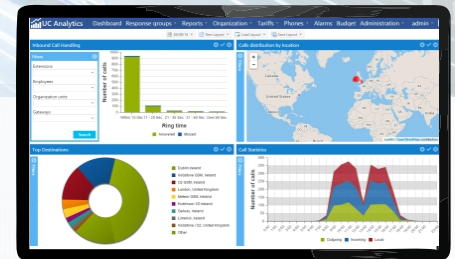
Microsoft Partner

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IM

Voice

Video

Conference

App Sharing

File Transfers

GENERAL
Developed with HTML 5, SQL and MS Reporting Tools
Browser based
Automated Active Directory integration and authentication
Comprehensive user access security policies
Support for multi tenancy environments
Unlimited organisation hierarchy levels
Multiple data sources incl. legacy PBX's & mobile devices
Multi-currency
Deployed on premise, virtual servers or in the cloud

REPORTS
Full Quality of Experience and Adoption reporting
Summary and detailed reports
Standard report templates
Drill through reporting
Automated report delivery & AI Bot
Choice of report formats: Excel, Word, PDF, CSV
Chart options: Bar, pie, line or stacked bar
Report Designer: User selection of reported fields
Report Style: Apply company logo and colour scheme
Report Builder: Comprehensive filtering and sorting

TRANSCRIPTS / RECORDINGS
View conversations & apply speech analytics
Search on keywords or users

RESPONSE GROUPS
Live call monitoring
Presence details, queue statistics, calls waiting
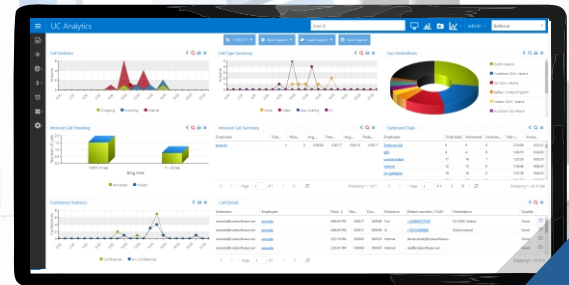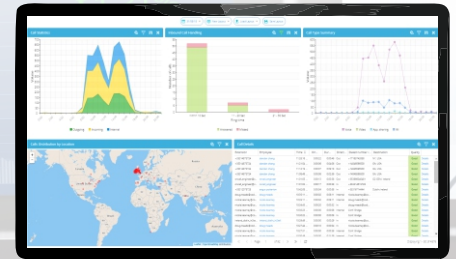Quality of experience

NUMBER MANAGEMENT SYSTEM
Automated management of DID procurement
Comprehensive reports

ALARMS
Instant alerts on call costs, MOS, call duration, ring
time and error ID
Alert delivered by email
Extension budgets for cost or duration
Outbound dialling blocked when threshold met

TARIFFS
Import unlimited call carrier tariffs
Apply discount or mark up to carrier charges

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