OneView FAQ

What is OneView? OneView is an analytics platform for voice activity throughout an organization. Currently it works with Cisco Call Manager and Cisco Contact Center (UCCX). It provides graphical dashboards and reports; along with very granular performance metrics.

How can I quickly find detail on a call? Data filtering starts at the intuitive OneView interface. As soon as calls are complete, information will be refreshed into the database where it can be easily searched with granular detail.

Can I trace a call through my organization? Yes. **OneView's patent-pending visual interface makes it easy to trace a call's entire route through your system from start to finish.** This includes seeing how the call routed through hunt groups, conference bridges, call transfers and voicemail.

Can we track call usage? Yes. OneView provides tracking of all calls; with drill-down detail.

What else can OneView show me? OneView's reporting features are as broad as they are easy to configure. Some of our more **popular new features include Phone Trunk Line Utilization Analysis and, Voicemail Percentages, Hunt Group Performance and Call Flow Animation.** More options are being introduced regularly and available immediately.

Do OneView's reports span multiple data types? Yes. OneView offers reporting that can span multiple data types. For example, your Management may want to see consolidated Call Detail and Call Accounting data in one report. With OneView, this is no problem.

Can OneView report on 911 calls? Can we get immediate notifications? Yes. 911 reporting and immediate notifications are available via our alerts feature.

How can OneView help our IT team track Call Quality issues? OneView provides detailed Call Quality information such as Jitter, Latency & Packets lost and MOS Score for each call. OneView makes it easy to quickly troubleshoot Call Quality issues.

Does OneView track activity for Call Accounting? Yes, OneView can provide this data grouped as broadly or narrowly as desired.

What Cisco UC products are supported by OneView? OneView currently supports Cisco Call Manager 10.0 – 12.

Does OneView provide role-based Access Control to our call data? Yes. Data access and reporting is controlled by user role. This way a wide variety of non-technical managers can benefit from OneView's features, while keeping access relevant to approved needs.

Does OneView's analytics & reporting support multiple CUCM Clusters? Yes.

What communication connections will be required? Donoma securely connects to your CUCM via ports 22 and 8443 with pre-identified Donoma IP addresses.