

ONEVIEW FAQ

What is OneView? OneView is an analytics platform for voice activity throughout an organization. Currently it integrates with Cisco Call Manager (CUCM) 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.

Who can look at these analytics? Anyone with appropriate rights can use our intuitive filters and report library to build customized data views. Best of all, similar to access and rights assigned for network access, there is a lot of flexibility in assigning access to data within an organization. Access controls allow for as much or as little access as is needed.

Can I trace a call through my organization? Yes. **OneView's patented 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. Plus, you get to choose from several visualizations, depending on your preference.

Does OneView provide Call Accounting? Yes. OneView makes it easy to set up and automate reports for any department, ad-hoc grouping or individual line. We provide standard layouts from our Report Library that can be further refined, or you can easily build your own.

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 our cloud service makes them available immediately.

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Do OneView's reports span multiple data types? Yes. OneView offers reporting that can span multiple data types. For example, your department 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. Rapid access to technical detail makes it easier for IT to resolve problems.

What Cisco UC products are supported by OneView? OneView currently supports Cisco Call Manager and Cisco UCCX 10.0 – 12.5.

Does OneView provide role-based Access Control to our call data? Yes. Data access and reporting is controlled by user role, which in turn determines rights assignment. 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.

Is UCCX Reporting included or an add on? The UCCX data integration is an optional add on feature. If you have Cisco UCCX data, this integration feature allows for call center data to be easily accessible in the same reporting queries and reports.

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Are there additional configuration requirements for the UCCX integration? When running the UCCX integration, OneView requires a dedicated virtual Windows Server on the customer premises.

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

Donoma OneView Architecture with Optional UCCX Integration

