



Our Microsoft® Teams analytics tools come highly caffeinated*

*Cream and sugar optional.

ISI Cloud Analytics is just the fuel you need to migrate to Microsoft Teams without losing application visibility and control.

If your organization is moving, or has moved, to Microsoft Teams, ISI Cloud Analytics can extend voice call, meeting, and user adoption visibility from your legacy Unified Communications platform (regardless of vendor). Whether MS Teams is your exclusive telephony platform, or you are using Teams in conjunction with a legacy Unified Communications platform, ISI is there to support you with a powerful and complete reporting solution.



Azure Cloud Deployment

ISI Cloud Analytics is deployed alongside your Teams infrastructure for seamless and secure connection within the Microsoft Cloud.



Employee Productivity

Track phone activity, including number of calls made or received, time-of-day statistics, average call duration, and call destination. Identify top performers and team member coaching opportunities.



Traffic Analysis/Network Planning

Take the guesswork out of carrier selection, plan choices, and right-sizing SIP trunk facilities. Establish call routing and monitor cost impacts of Direct Routing or MS Calling Plans.



Compliance, Risk Mitigation, Call Archive

Human resource, corporate security, and compliance officer personnel can complete call research and documentation, including proof of calls made or received; preparation for audit events; proof of compliance; and complaint investigation.



Vendor Agnostic

Single pane-of-glass visibility into MS Teams activity with support for Cisco, Avaya, and dozens of other legacy telecom platforms for complete voice network analysis.



Meeting Activity

Monitor, validate, manage, and forecast MS Teams Meetings adoption, utilization, and trends. Analyze meeting summaries by date, time, department, organizer, attendees, duration, and more.



Optimized for Line-of-Business Users

Give managers the power to run their own reports, view dashboards, and act – all without relying on IT resources.

At ISI, we don't make Microsoft Teams communications and collaboration applications. We make them more powerful.

MICROSOFT TEAMS COMPLETE CLOUD ANALYTICS & REPORTING FREQUENTLY ASKED QUESTIONS

Q: How is call detail data transmitted to the ISI Cloud Analytics environment?

A: During implementation, a customer's Teams Administrator grants permission and provides account credentials to allow the ISI Cloud Analytics application to access call and user data directly from the Microsoft Cloud. ISI takes it from there.

Q: Will we be able to report on both peer-to-peer and PSTN call activity?

A: Yes. ISI Cloud Analytics collects and reports on this activity.

Q: What Teams Meeting visibility will we have?

A: ISI Cloud Analytics provides full Teams Meeting reporting and dashboard visibility, including meeting summaries listed by date, time, department, organizer, attendees, duration, and more.

Q: Will ISI Cloud Analytics support long distance and international call cost center chargebacks?

A: Yes. ISI Cloud Analytics provides resolution of proper city, state, and country from dialed number and caller ID. Customer defined call rating is determined based upon call type, destination, and trunk routing used.

Q: Do you provide out-of-the-box reports or will we need to create business-centric reports from scratch?

A: ISI Cloud Analytics comes with a menu of over 100 pre-defined reports based on those most requested by our customers. Also included is an end-user customizable report designer to modify standard reports or create more tailored reports.

Q: What on-premises equipment is necessary to support ISI Cloud Analytics?

A: None. ISI Cloud Analytics is an end-to-end MS Teams cloud solution utilizing a secure web browser interface.

Q: If we are still utilizing legacy Unified Communications or PBX platforms, will we have visibility into this infrastructure as well as MS Teams devices?

A: Yes. ISI Cloud Analytics can consolidate call detail activity reporting and analysis from a variety of Unified Communications and legacy PBX environments with MS Teams.

Q: We will be retaining our current trunks and use Direct Routing for PSTN access. Can we track call activity from our session border controllers (SBCs)?

A: Yes. ISI Cloud Analytics tracks call activity from the trunk facility where the call was routed. This can be completed in one of two ways: Either by the Teams resource identified in the MS Teams CDR or by CDR collection directly from the SBCs to enhance MS Teams call detail visibility and granularity.

Q: Will this solution help us monitor trunk facility utilization?

A: Yes. ISI Cloud Analytics offers several standard reports and dashboards to monitor trunk traffic and utilization. ISI can also perform peak concurrent call calculations, eliminating the guesswork associated with right-sizing carrier trunk facilities.

About ISI

ISI doesn't make the Unified Communications collaboration platforms and applications you use. We make them better. Our Cloud analytics and business reporting capabilities help your organization secure the full value of these strategic enterprise investments.



May I buy you a cup of coffee? Email me to learn more about Microsoft Teams and I will send you a Starbucks® gift card.

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