



MESSAGE MONITOR & REPORTING

Voicemail Monitoring Keeps Service on the Fast Track

With Message Monitor & Reporting, the enterprise can track activity and message load for voice mailboxes, ensuring maximum operations efficiency, adherence to service level commitments, and better manage mailbox licenses by identifying dormant mailboxes.

ABOUT MESSAGE MONITOR & REPORTING

Message Monitor & Reporting is an administrative tool that monitors voicemail inboxes and tracks changes in message status. Using the Message Monitor & Reporting web interface, administrators select which inboxes to monitor, the time frame for monitoring activity, and the variables to include in a report. This is useful for many aspects of the enterprise including call centers.

Tracked information includes mailbox/extension, what time the message was recorded, what time the message was played and/or deleted, and length of message. Administrators may run a variety of reports that can be used to evaluate the efficiency and responsiveness of users.

BENEFITS

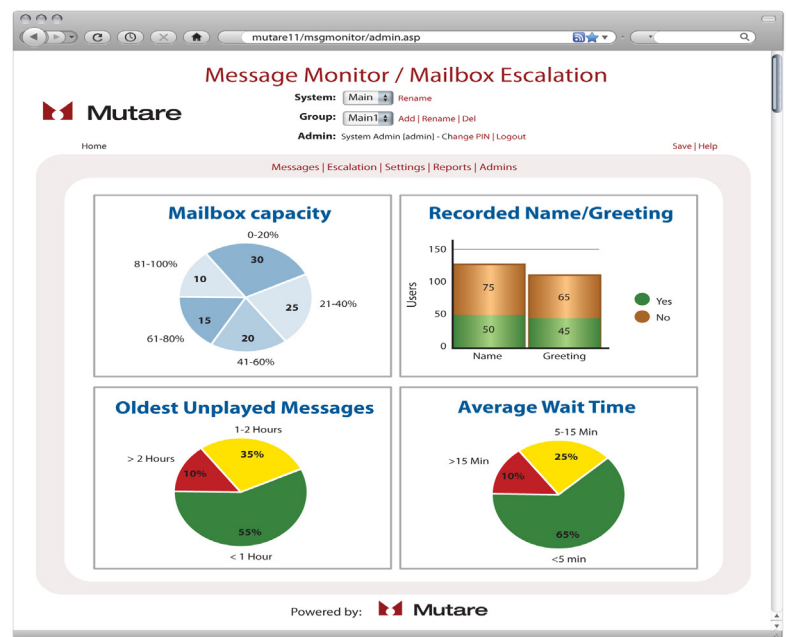
- Gives administrators relevant data for call center operations evaluation

- Allows administrators to measure actual performance against service level goals
- Enables the enterprise to better manage voicemail license costs

REQUIREMENTS

Works with Modular Messaging release 3.1 or later, Avaya Aura™ CMM (5.2.1 or later) and Avaya Aura Messaging 6.0 or later.

Message Monitor can be installed on a customer provided Windows server or hosted in the Mutare cloud.



Message Monitor & Reporting tracks agent message mailbox activity for online evaluation and report creation.

ABOUT MUTARE



Through unified communication technology Mutare creates customized software that makes communication easy, secure and efficient, with solutions for speech to text transcription, smart notification, secure mass notification, contact centers and more.