

moyobi



monitor your business intelligence

CLOUD SUITE FOR MICROSOFT TEAMS

Efficiently Analyse, Monitor and Manage
your UC platform



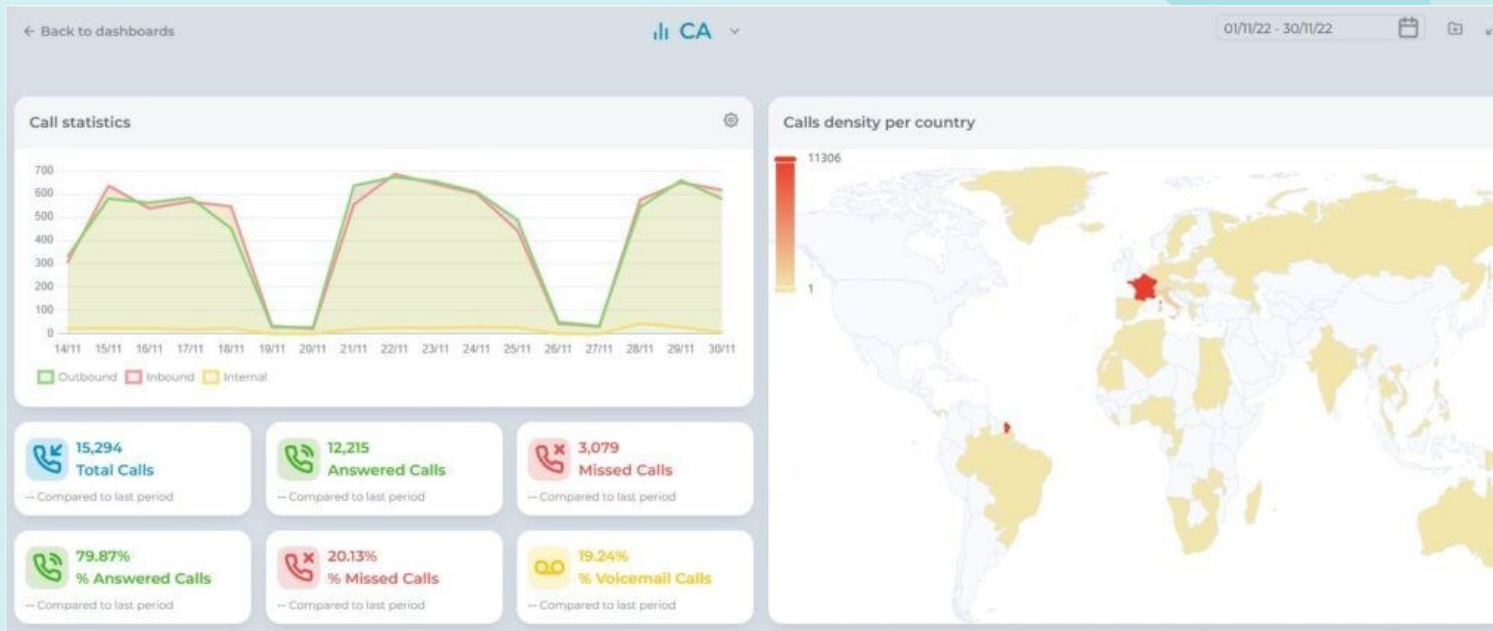
Call Analytics

Call Queue
Monitoring

Auto Attendant
& Call Queue
Management

Call Analytics

MoYoBi allows businesses to generate dashboards & reports that are tailored to their specific needs and requirements. These reports can be used to track key metrics such as call volume, call duration, and call cost. Call analytics can be performed using a variety of dashboards & reports.

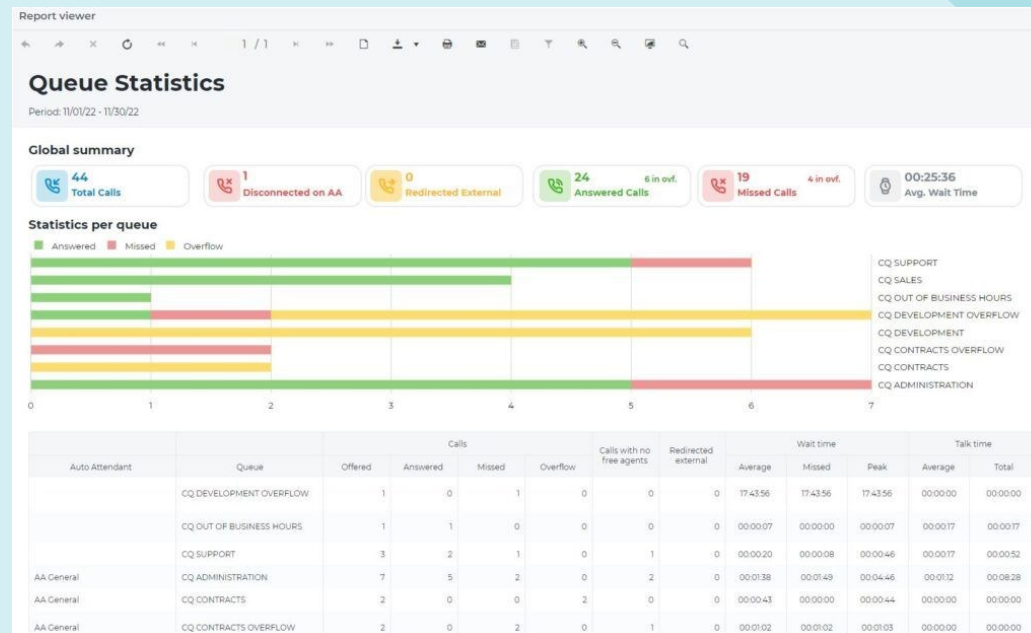


Part of MoYoBi's capabilities is:

- collecting and processing calls,
- providing call analytics
- call cost
- call information,
- user availability,
- enabling chargeback
- traffic analysis
- cost control.

Call Queue Monitoring

The call queue monitoring module provides detailed statistics and information about the activity on call queues and users/agents. This can help businesses monitor and improve the effectiveness of their communication and ensure high responsiveness of their agents. This means that businesses can monitor their call queue channels in real-time and quickly identify any potential issues or opportunities for optimization.



MoYoBi provides dedicated statistics and detailed reports to:

- Supervise the activity on call queues
- Queue & Agent statistics reports deliver summary statistics by:
 - callers,
 - auto attendants,
 - queues,
 - agents,
 - wait-time,
 - scenario resolution

Call Queue Management

Implementing a call queue management system can streamline processes and improve efficiency by allowing non-administrative employees to make changes to auto attendant and call queue configurations. This means that issues with call handling can be addressed more quickly. Additionally, freeing up IT resources by reducing the number of tickets raised on IT support personnel allows them to focus on their core responsibilities.

The screenshot displays the 'Manage "CQ DEVELOPMENT OVERFLOW" call queue' window. At the top, a progress bar shows six steps: 1. General info, 2. Greetings and music (active), 3. Call answering, 4. Agent selection, 5. Call overflow handling, and 6. Call timeout handling. The main content area is titled 'Greetings and music' and includes a 'Greeting' section with two radio buttons: 'No greeting' and 'Play an audio file' (selected). Below this is a file upload area with a cloud icon and the text 'Drag and drop your file here to upload or browse', accompanied by a 'Browse' button. At the bottom of the main area is an option to 'Add a greeting message'. A 'Music on hold' section is partially visible at the very bottom. The footer contains 'Cancel', 'Previous step', 'Next step', and 'Save' buttons.

MoYoBi Call queue management is a module that allows supervisors to manage their auto attendants & call queues.

It offers the ability to modify all the call routing parameters offered by Teams.

Call management can help businesses improve customer service, increase efficiency, and track communication for compliance and quality control purposes.

MoYoBi Key Features

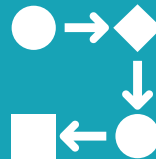
Dashboard Widgets

With dashboard widgets, users can access statistics on the performance of auto-attendants, queues and agents, including metrics on answered and missed calls, caller experience and resolution times. Additionally, the dashboard slideshow feature allows users to create custom slideshows using multiple dashboard views.



Call Queue Flowchart

MoYobi provides supervisors with the ability to easily view a flowchart showing the complete flow of calls through a selected call queue or auto-attendant. In addition, complete key performance indicators are available at each step of the flowchart.



SLA Reports

MoYobi's call monitoring capabilities, including features like call queues and auto-attendant KPIs allow you to monitor and measure the performance of your communication channels as if you were running a call center. The first step in effectively managing and optimizing these channels is to establish SLA objectives.

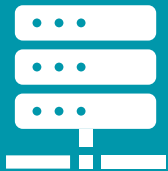


MoYoBi Key Features

Teams Admin Portal

CQ and AA configurations in MoYoBi match Teams Admin Portal.

Same config options with no compromises. Improves call handling and customer satisfaction.



Security

Custom Security Policies eliminate the need for Teams admin involvement in configuring CQs and AAs. Unlimited access policies can restrict configuration options by org unit and specific CQs/AAs.



Real-Time Monitoring

Real time monitoring helps you identify MS Teams resources accurately.

Real-Time the number of calls waiting in a queue. This can be done in a “Calls in queue” KPI as well as with a widget showing the “Top 10 Call Queues with most calls waiting”.



MoYoBi Key Features

Export to Sharepoint

MoYobi allows you to automatically save reports in Sharepoint, streamlining the processing of data generated by MoYobi and improving the overall efficiency of your business.



Multiple Tariff Rates

MoYobi can capture and apply a multitude of tariffs rates from multiple global service providers and apply those rates to different business units within a firm.



Lite Call Center

By combining the use of Teams CQ's and the monitoring offered by MoYoBi, supervisors can simply set up call centers fast. They will be able to monitor CQ flow details, set up criteria for SLA reports taking into account different working hours.





- Designed for small, medium and large companies through a secured access.
- SaaS - Pay as you grow.
Only limited investments are needed to start.
- An innovative licensing portal to manage MoYoBi Cloud Licensing.
- Easily Segment CDRs of Centralized MS TEAMS Tenants by Domain/AD Attributes with Split Graph API.



Our History

mySolutions consists of a dynamic team of dedicated professionals who are committed to delivering the highest level of quality services and value to our customers. We provide various solutions and services and strive towards assisting our clients to find the right solutions for their needs.

Our Mission

To provide innovative business collaboration, process automation and intelligent automation solutions. Through our experience and building long term relationships we aim to revolutionise the way our clients work, interact, communicate and socialise.

Get in touch!

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