

## Smart Tile

View your business through ONE PANE OF GLASS

### Dashboard

#### Hosts

	Count
Down	0
Up	14
Total	14

#### Services

	Count
Down	2
Up	21
Total	23

#### Down Hosts

Host	Status


#### Down Services

Host	Service	Status
Router	ping4	Down
Icinga2	disk /	Down

#### Smart Video

1/22/2019, 4:03:30 PM

Camera 1



#### SMART DASHBOARD

- Global video and data overview
- Custom single-screen display
- Security, calling, host, and analytics feeds
- Issue and incident monitoring
- Custom notification timeframes
- Additional feed integration
- Extended feature pages
- On-site and remote 24/7/365 system support

### Smart Host Monitoring

[Add Host](#)

Status	Count	Hostname	Status	Options
Total Down:	0	SCC	Up	<a href="#">Details</a> <a href="#">Edit</a>
Total Up:	14	DNS	Up	<a href="#">Details</a> <a href="#">Edit</a>
Total:	14	GoogleLittleRock	Up	<a href="#">Details</a> <a href="#">Edit</a>
		Google8	Up	<a href="#">Details</a> <a href="#">Edit</a>
		Google4	Up	<a href="#">Details</a> <a href="#">Edit</a>

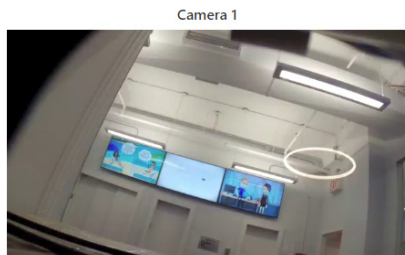
#### SMART HOST MONITORING

- Worldwide host monitoring
- Real-time Up/Down host status display and totals
- Additional host integration and editing
- Interactive location map
- Instant network location feeds

### Smart Video

1/22/2019, 4:02:52 PM

[Add Video Camera](#)



[View](#)

[Edit](#)

#### Search

Name

Status

[Search](#)

#### SMART VIDEO

- Live global security feeds
- Unparalleled image quality
- Instant location camera search and display
- Additional camera integration and information editing
- Instant alarm and activity notification
- Improved employee and asset protection

### Service Monitoring

Status	Count	Host	Service	Status	Options
Total Down:	2	OpenDNS	ping4	Up	N/A
Total Up:	21	Amazon	ping4	Up	N/A
Total:	23	Router	ping4	Down	N/A
		Router	ping4	Up	N/A

#### SERVICE MONITORING

- Full host list and status totals
- Interactive ping history graphs



## Smart Voice Analytics

Source:

Destination:

Caller ID:

Dispositions:

From Date:

To Date:

Previous Saved Searches:

Saved Search Name:

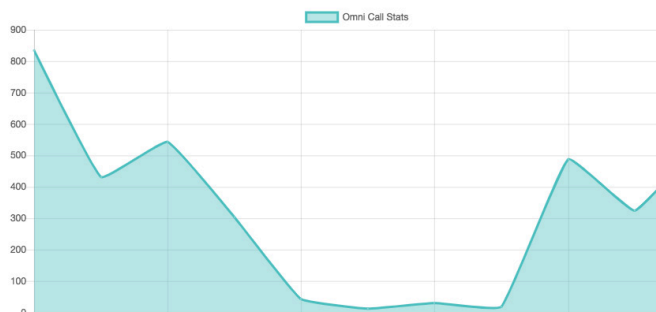
Call Time	Caller ID	Source	Destination	Duration	Disposition
Tuesday, January 22, 2019, 3:58:27 PM	*2126607341* <7341>	7341	12129374976	15	ANSWERED
Tuesday, January 22, 2019, 3:58:27 PM	*2126607341* <7341>	7341	12129374976	15	ANSWERED
Tuesday, January 22, 2019, 3:55:08 PM	*2126607373* <7373>	7373	19176930965	28	ANSWERED
Tuesday, January 22, 2019, 3:55:08 PM	*2126607373* <7373>	7373	19176930965	28	ANSWERED
Tuesday, January 22, 2019, 3:54:55 PM	*2126606122* <6122>	6122	14178652825	422	ANSWERED
Tuesday, January 22, 2019, 3:54:55 PM	*2126606122* <6122>	6122	14178652825	422	ANSWERED
Tuesday, January 22, 2019, 3:54:45 PM	*8006005050* <8006005050>	8006005050	7396	252	ANSWERED
Tuesday, January 22, 2019, 3:54:45 PM	*8006005050* <8006005050>	8006005050	7396	252	ANSWERED
Tuesday, January 22, 2019, 3:54:43 PM	*2126607374* <7374>	7374	14174254770	7	NO ANSWER
Tuesday, January 22, 2019, 3:54:43 PM	*2126607374* <7374>	7374	14174254770	7	NO ANSWER
Tuesday, January 22, 2019, 3:54:39 PM	*2126607373* <7373>	7373	18605973200	70	ANSWERED
Tuesday, January 22, 2019, 3:54:39 PM	*2126607373* <7373>	7373	18605973200	70	ANSWERED
Tuesday, January 22, 2019, 3:54:24 PM	*2126607341* <7341>	7341	18888922253	235	ANSWERED
Tuesday, January 22, 2019, 3:54:24 PM	*2126607373* <7373>	6011	*881	2	ANSWERED
Tuesday, January 22, 2019, 3:54:24 PM	*2126607341* <7341>	7341	18888922253	235	ANSWERED
Tuesday, January 22, 2019, 3:54:24 PM	*Mike Bower* <6011>	6011	*881	2	ANSWERED
Tuesday, January 22, 2019, 3:54:16 PM	*2126607373* <7373>	7373	**7373	6	ANSWERED
Tuesday, January 22, 2019, 3:54:16 PM	*2126606122* <6122>	7373	**7373	6	ANSWERED
Tuesday, January 22, 2019, 3:54:07 PM	*2126607373* <7373>	7373	*86	6	ANSWERED
Tuesday, January 22, 2019, 3:54:07 PM	*2126607374* <7374>	7373	*86	6	ANSWERED
Tuesday, January 22, 2019, 3:53:57 PM	*8552590351* <8552590351>	8552590351	12126607300	25	ANSWERED
Tuesday, January 22, 2019, 3:53:57 PM	*8552590351* <8552590351>	8552590351	12126607300	25	ANSWERED
Tuesday, January 22, 2019, 3:53:20 PM	*2126606122* <6122>	6122	18337510048	78	ANSWERED

### SMART VOICE ANALYTICS

- Interactive OMNI Portal call archive
- Comprehensive call participants, call time, duration, and answer history
- Call archive search option
- Real-time call volume displays
- Call center and agent performance metrics

## Smart Call Stats

10/17/2018, 12:10:08 PM



### SMART CALL STATS

- Interactive call volume graph
- Date, time, and call amount display
- Real-time call statistics

## Smart Queue Stats

Today's Distribution By Queue as of 1/22/2019, 4:08:56 PM

Queue	Percent Answered	Percent Unanswered	Abandoned	Answered	Average Talk	Average Wait
Switchboard	73.33	20.00	1	11	50	7
Queue	50.00	37.50	1	12	56	9
Queue	0.00	100.00	0	0	0	10
Recep Queue	83.33	16.67	1	15	44	5
Switchboard	50.00	50.00	0	1	27	6
Recep Queue	0.00	100.00	1	0	0	6
Recep Queue	0.00	100.00	0	0	0	10

### SMART QUEUE STATS

- Global Call Queue group tracking
- QUEUE PERFORMANCE STATISTICS
  - Average call length
  - Answered/unanswered call rates
  - Grade of service
  - Answer speed

## Smart Access

10/17/2018, 12:10:19 PM

Card ID	Card Number	Entrance Hour	Exit Hour	Duration	Location
Hawaii Receptionist	948290-09	11/17/2018, 8:10 am	11/17/2018, 6:13 pm	10 hours	Honolulu
Conference Room HQ	984729-93	11/17/2018, 7:58 am	11/17/2018, 5:58 pm	10 hours	New York
New York Receptionist	985727-98	11/17/2018, 8:07 am	11/17/2018, 6:07 pm	10 hours	New York
Seattle Sales Rep	948290-12	11/17/2018, 8:23 am	11/17/2018, 6:25 pm	10 hours	Seattle
Sales Rep	948290-12	11/17/2018, 9:10 am	11/17/2018, 7:00 pm	10 hours	Phoenix
Buenos Aires Sales	291839-34	11/17/2018, 2:00 pm	11/17/2018, 10:00 pm	8 hours	Catamarca
Monterrey Brand	597930-66	11/17/2018, 2:03 pm	11/17/2018, 10:06 pm	8 hours	Actopan
Stockholm Sales	375628-56	11/17/2018, 2:01 pm	11/17/2018, 10:03 pm	8 hours	Soina
Accountant	857272-67	11/17/2018, 2:10 pm	11/17/2018, 10:20 pm	8 hours	Cayman Islands
Panama Manager	586738-48	11/17/2018, 6:00 pm	11/17/2018, 2:00 am	8 hours	Panama
Paris Executive	485673-69	11/17/2018, 6:10 pm	11/17/2018, 2:40 am	8 hours	Paris
London Developer	847399-95	11/17/2018, 6:13 pm	11/17/2018, 2:10 am	8 hours	London

### SMART ACCESS

- Global key card activity reports
- INCLUSIVE DASHBOARD STATISTICS
  - Card user name and card ID number
  - Card use date and time
  - Door location
  - Forced entry or extended open door activity
  - Card authorization and expiration dates
- Business location and inventory protection
- Custom access or restriction timeframes
- Information archive search and filter options
- Monthly monitoring reports
- Mobile app, smartwatch, or physical keycard options
- 24/7/365 real-time irregular activity SMS notifications