

OneView FAQ

What is OneView? OneView makes Cisco Call Detail Reporting & Analytics easy and user-friendly. It provides graphical dashboards and reports; along with very granular performance metrics.

How can I quickly find detail on a call? Data is available in real time via the OneView dashboard. As soon as calls are complete, information will be refreshed into the database where it can be easily searched. Troubleshooting can now happen in real time.

Can I trace a call through my organization? Yes. **OneView's patent-pending 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.

Can we track call usage? Yes. OneView provides tracking of all calls (inbound, outbound & internal) by department; with drill-down detail available to users and then individual calls.

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 Reporting and Percentage of Calls to Voicemail.** More options are being introduced regularly and available immediately.

Does OneView allow for real-time reporting? Yes. OneView's Dashboard view makes it even easier.

Do OneView's reports span multiple data types? (Call Detail, Call Quality, Call Accounting) Yes. OneView offers reporting that can span multiple data types. For example, your Management 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 real-time notifications? Yes. 911 reporting and immediate notifications are available.

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. Its real-time data enables IT personnel to quickly troubleshoot Call Quality issues.

Does OneView track activity for Call Accounting? Yes, OneView can provide this data: from the department to individual extension.

What Cisco UC products are supported by OneView? OneView currently supports Cisco Call Manager 10.0 – 11.5.

Does OneView provide role-based Access Control to our call data? Yes. Data access and reporting is controlled by user role. This way a wide variety of users can benefit from OneView's features, while keeping access relevant to approved needs.

Does OneView's analytics & reporting support multiple CUCM Clusters? Yes!