

Telephone Management & Reporting

Telephone Management & Reporting refers to systems and tools that **collect, analyse and present data** from business telephony systems (PBX, VoIP, SIP trunks, cloud phone systems) to help organisations **monitor usage, performance, costs and business KPIs**.

This is often delivered via a **Telephone Management System (TMS)** integrated with PBX or cloud telephony platforms.

Business Benefits

- Lowers telecom costs through usage insights
- Enhances service levels and response times
- Supports workforce productivity tracking
- Helps optimise call centre performance
- Provides transparent data for budgeting and audit
- Provide **visibility into phone system activity** and performance
- Track **usage and call patterns** for operational insight
- Monitor and control **telecom expenses**
- Improve **customer service and workforce efficiency**
- Support **budgeting, compliance and decision-making**

Features

Call Volume & Usage Metrics

- Total calls, inbound/outbound splits
- Peak call times and trends
- Call distribution by extension, department or group

Performance & Service Metrics

- Average call duration
- Average answer time and wait times
- Missed calls and unanswered rates
- Queue performance (for contact centres)

Cost & Expense Reporting

- Call cost by extension or department
- Tracking of PSTN and SIP call charges
- Identification of expensive or non-productive call patterns

Features

Real-Time Dashboards & Live Reporting

Wallboards showing live call queues and agent status
Real-time calls in progress and waiting counts

Custom & Scheduled Reports

Daily, weekly or monthly reports
Executive summaries with key metrics
Exportable to Excel or CSV for further analysis

Reporting Types

Real-Time Reports – Live views of current telephony traffic

Historical Reports – Trends over defined periods

Executive Summaries – High-level insights for managers

Detailed Call Logs (CDRs) – Raw call detail records for in-depth analysis

Best Practices

Align reporting with business goals
Filter and segment data (by department, extension, time)
Combine real-time and historical reporting
Integrate with billing systems for cost control

ABOUT CIPHERWAVE

CipherWave is an established South African, Tier1, Internet Services Provider(ISP). We are a Verified B-BBEE Level 1 contributor. Our strong partnerships allow us to provide best-in-class, global, enterprise-grade technology-combined with our expertise, we deliver tailor-made, scalable, CONNECTIVITY, VOICE, CLOUD and SECURITY solutions, to fuel your business ambition. Our differentiator is the quality of our service, driven by our relentless focus on customer experience. We Own and Manage our network, cloud and voice infrastructure, which enables us to provide fast, reliable and efficient service and support to our customers.

