METROPOLIS

XT² ENTERPRISE TELEMANAGEMENT

Rich Analytics for your Voice Network

XT2 is an intuitive UC analytics and notification platform designed specifically for enterprises so managers can efficiently measure, monitor and track communications within their respective departments, divisions, branches, organizations, regions or teams. XT2 for the enterprise supports multiple UC architectures, including premise and cloud (private, public and hybrid) for centralized, enterprise-wide and granular reporting from a single pane of glass. With role-based web access and authentication, managers in every department have the reports needed to drive tactical and strategic business objectives to increase productivity, reduce expenses, mitigate risk and drive change.

The System

Enterprise Capacity
OfficeWatch XT2 is a highly flexible and powerful tool with a sophisticated platform that is capable of handling the high-capacity call volume produced by enterprise organizations.

Intuitive Interface
Designed for ease of use, XT2 includes a simple navigation menu and an intuitive dashboard to make configuration and even advanced functions accessible with the click of a button.

Multi-Site Configuration
Beginning with 1000 extension configurations, XT2 includes up to three sites to centralize reporting from varied data streams, and is scalable to increase extensions or sites as needed.

Global Implementation
OfficeWatch XT2 can be configured to utilize multiple currencies for organizations that have trans-global operations and need to track costs among their international sites in varied legal tenders.

PBX/UC Agnostic on Premise or Cloud
OfficeWatch XT2 is PBX independent and integrates with multiple PBX models and manufacturers to provide detailed call analytics across the communication platform.

METROPOLIS CORP - FT. LAUDERDALE, FL
Report Date: 2019-11-16 01:19:02
Date Range: 2019-11-15 to 2019-11-16
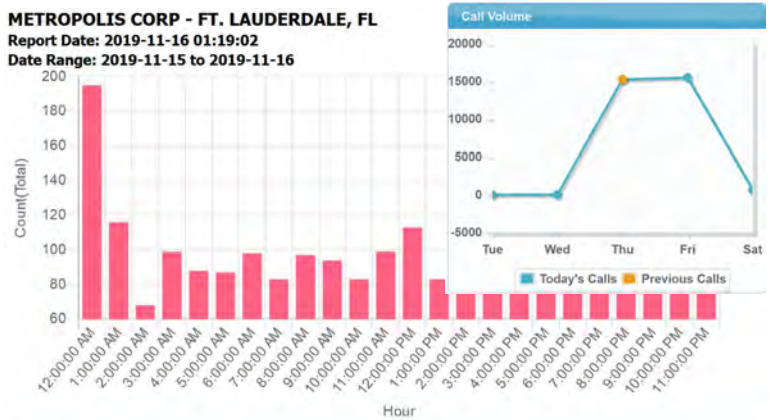
Hour	Count(Total)	Abandoned	Abandonment Rate	Handled	Busy	Duration
12:00:00 AM	195	15	7	170	10	9:41:47 PM
1:00:00 AM	116	5	4	103	8	10:05:35 AM
2:00:00 AM	68	6	8	53	9	6:17:40 AM
3:00:00 AM	99	10	10	79	10	10:12:06 AM
4:00:00 AM	88	6	6	73	9	6:51:31 AM
5:00:00 AM	87	10	11	73	4	9:26:55 AM
6:00:00 AM	98	10	10	78	10	9:03:50 AM

Centralized Reporting
Simplify the management of your telecom system

Any PBX/UC Solution, Anywhere
Integrate seamlessely with multiple PBX models and makes

Increase Visibility
Gain insight into the enterprise with over 250 report templates

Automation Options
Setup frequently used reports for automatic delivery

Alerts & Notifications
Receive immediate alerts for emergency calls and threshold alarms

Benefits

Simplified Telecom Management
Easily manage multiple sites and consolidate reports to gain insight into the overall functions of the enterprise as a whole, the usage of a single site, or even drill into the results of a single agent's performance.

Optimize your Voice Network
Utilizing trunk / SIP analysis tools, trunk threshold and alarms, telecom administrators can quickly troubleshoot and optimize voice network usage.

Improve Security
Features such as toll fraud monitoring, call plotting, and custom alarming notify users of suspicious and unauthorized usage to prevent future abuse.

Trend Analysis
Filter Dashboards and reports for side-by-side comparisons to optimize workforce, forecast usage and increase productivity.

Improve Customer Service and Marketing
Motivate your agents through performance monitoring with OfficeWatch XT2. Track key success metrics such as abandoned call rates, call duration, and adherence to targeted goals.

Gain Valuable Insight

250+ Easy-to-Use Report Templates
Utilize one of over 250 report templates to provide insight into voice network performance, usage, security, trends, and identify phone abuse.

Report Automation
Set it and forget it! Reports can be easily automated with our report scheduler or memorized for quick on-demand reporting. Email, save to file, or print reports automatically on a weekly, monthly, daily, even hourly basis with the click of a button.

Ultimate Customization
Report on enterprise performance or drill down into granular user data. Pull a custom report or use one of our over two hundred templates with the click of a button.

Voice Network Optimization

Concurrent Trunk Utilization
Utilize a simplified graphic to analyze the usage of your trunk lines and eliminate under-utilized trunks.

Trunk Threshold Alarms
Receive notification when your trunk lines reach their capacity to optimize the network and prevent callers from receiving busy signals.

Identify Threats & Reduce Liability

Toll Fraud Alerts
Advanced toll fraud notifications allow users to quickly identify voice network attacks or suspicious call patterns to address unauthorized usage.

Call Plotting
Identify expensive international and long-distance calls utilizing OfficeWatch XT2's hotspot map, and custom map call plotting options to drill into abnormal call activities.

Emergency Call Alarming and Reports
Reduce liability with emergency call alerts that notify personnel via email, SMS text, and screen pop-up whenever a 911 call has been placed.

Identify Harassing Calls and Troubleshooting
Track calls to or from certain restricted numbers or identify threatening / harassing calls with customized alarms and historical call reports. Determine why calls terminate.

Performance, Availability & Directory

Performance
Designed for high call volume, XT2 takes advantage of multiple CPU threads for increased performance.

Microservice Architecture
Processes run as services for increased reliability, scalability and better customer experience.

LDAP Authentication
Active Directory and other LDAP compliant systems are supported for Web-user Authentication

Active Directory Synchronization
Import Users and their attributes from Active Directory via LDAP. Set it and forget it. No more spreadsheets for add, moves and changes.

Virtual Environments Supported
Virtual environments are supported (VMWare, Microsoft, Oracle, and any VM that supports a Guest Windows OS).

Data Collection Methods

OfficeWatch XT2 works with all PBX/ UC & UCaaS systems for centralized CDR aggregation and reporting from a single pane of glass.

- File-based
- TCP/IP as client & server
- FTP/SFTP
- WebServices (API)
- ODBC
- Serial & Buffers
- and more...

System Requirements
Virtual environments, such as VMware may also be used.

OfficeWatch XT2 System Requirements
www.metropolis.com/doc/OWXTSysReq.pdf

Why Choose A Metropolis Solution?

Exceptional Support 24/7
Metropolis includes one year of support with 24/7 emergency support with every OfficeWatch XT2 license.

Customer Training
Metropolis provides weekly end-user trainings to help customers utilize the full benefits of their solution.

Quarterly Updates
Quarterly tariff table, area code, and periodic product updates are available on-demand from the Metropolis website.

Satisfaction Guaranteed
Metropolis offers an unconditional money-back guarantee. If you are not completely satisfied, simply notify us within the evaluation period for a full refund.

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