EXPO XT DIGITAL WORKSPACE ANALYTICS
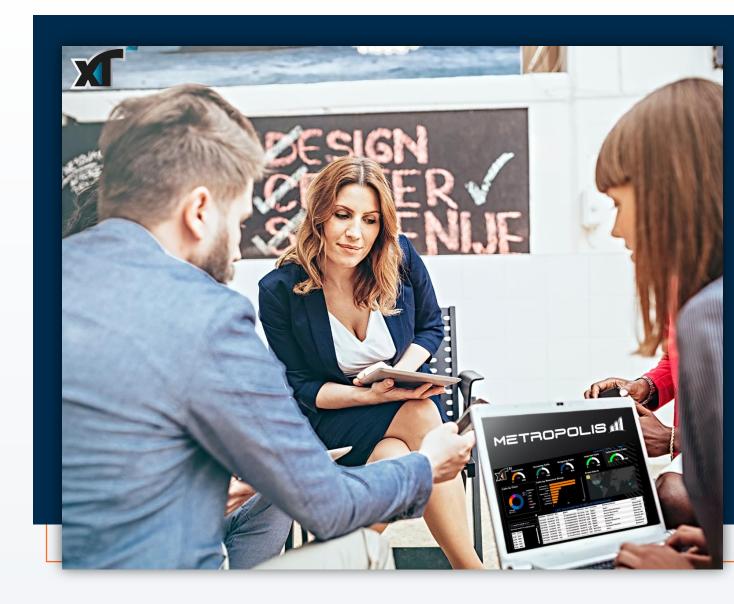
Consolidated reporting made easy...

EXPO Digital Workspace Analytics: XT 4.21ga

METROPOLIS

Microsoft Partner

Stories for Hybrid Workspaces

Measurable communication analytics by empowering businesses with the agility to navigate, predict and excel in their digital transformation.

CHALLENGES

Healthcare, Financial, Legal, Retail, Logistics & Education need call analytics to mitigate risk, reduce expenses and increase performance.

IDEAL SOLUTION

Eliminate obsolescence CDR applications and disparate databases that are unreliable, unmanageable, and insecure.

DESIRED OUTCOMES

Streamline business operations, identify outliers, and foster accountability.

METROPOLIS

Digital Workspace Analytics

Omnichannel Dashboards, Reports and Alerts for Cloud, Premise and Hybrid Unified Communications

Actionable, Real-Time Insights

Consolidated dashboards, reports and alerts from streaming and historical data sources.

2

Adaptive Digital Transformations

Adoption, trending & benchmark analytics for agile decision-making.

3

Availability & Integrity of Data

Powered by Azure managed database with Teams & Microsoft365 integration.

Metropolis' Expo XT Digital Workspace Analytics & Azure

Delivering UC/UCaaS analytics integrated with Microsoft365's product suite and Azure Kubernetes Services for high availability and security.

Direct Routing Cost and PSTN Audit

Empowering Telecom Analysts to Adopt & Audit Direct Routes.

Centralized & Consolidated UC Analytics

Equipping analysts with a multimodality dataset for Power BI.

Risk Mitigation Notifications

Widgets & alerts from connected UC/UCaaS solutions on any device.

CarMax Streamlines Business Intelligence

"Expo centralizes UC Analytics by consolidating CDR from hundreds of retail stores into single database for enterprise business intelligence" -Principal Telecom Engineer

Identify Calls by Hour/Day and Store DNIS
Call flow sequence reports identifies busy hour calls and bottlenecks by location

Aggregate Call Detail Record Data Sources
Delivering enterprise visibility from multiple UC systems from a single pane of glass.

Actionable Insights for Multiple Roles
Create dashboards, reports and visualizations in Expo or BI solutions.

Channel partner success: Professional System Service & Support

"With over 25,000 students enrolled, combined with the telecommunications services offered to both students and staff, the university team was ecstatic to see the ability XT and Power BI will give them to bill and apply thousands of service charges for thousands of devices used in a centralized environment. Metropolis is always innovating and provides excellent service to its partners, so it is an easy call to Metropolis to help my customers".

-Marcia Suarez: CEO at PSS&S

Service charges bill back for device usages
Departmental budget allocation, recuperation of hardware /software expenditure with up charge.

Rates for call costing bill back to 15,000 users within multiple hierarchy levels
Multi-Carrier rates by call class & special numbers upcharge for hybrid environment including profit reports.

Ability to aggregate data and pull into PowerBI
Rid multiple silos and groom all data in PowerBI exactly how analysts want to see it.