

# Habble productivity indexes

## Landlane Network

- Measurement of service and communication quality, answer waiting time, average call duration, total call duration, number of answered and unanswered calls, etc.;
- Productivity measures: quantitative analysis of phone call activity, inbound and outbound;
- Real time support tool to Company policies on communication device usage;
- Representation of the phone calls by country on a world-wide map;
- A single suite that contains the digitized archive for queries and analysis of inbound and outbound traffic volumes trends and business process improvements;
- Green numbers analysis by area code, quantity, quality and phone traffic costs, for example, related to a sales campaign or a Customer Service Center.

## Mobile Network

- Measurement of service and communication quality, average call duration, total call duration, number of answered and unanswered calls, etc.;
- Productivity measures: quantitative analysis of phone call activity, inbound and outbound;
- Real time support tool to Company policies on communication device usage;
- Representation of the phone calls by country on a world-wide map;
- A single suite that contains the digitized archive for queries and analysis on inbound and outbound traffic volumes trends and business process improvements);
- Traceability of the country where the smartphone is that is generating traffic;
- Business Analysis: quantity, quality and cost of phone traffic.

## Data Network

- Detailed information on how data connection is used, in order to verify that company policies are applied by single hosts: visited web sites and bandwidth usage;
- Traffic analysis by type to understand the individual communication portion better (mail, VOIP, Skype);
- Analysis of the company web services actually used by external users;
- Measurement the quality of data connection, utilized bandwidth and quantity of lost data packets in real time;
- Measure of the usage of internal online tools (CRM, ERP; intranet, ecc.);
- Assessment of Company website visibility.

## TEM

- Subdivision by cost centers; aggregation of the cost items for classes of membership:
- National Fixed;  
International Fixed;  
Data National;  
Data International;  
SMS/MMS;  
Special services.
- Report:
- Creating periodic mailings to some mailboxes (chosen by the customer) of a consumptions report containing aggregated data, according to the user's needs.  
Reports are available in .PDF and .CSV format.
- The standard report includes data on: cost centers, users, statistics utilities, displaying SIM active/inactive, statistics route and a summary of total costs.

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# Habble Solutions: Functionality and Benefits

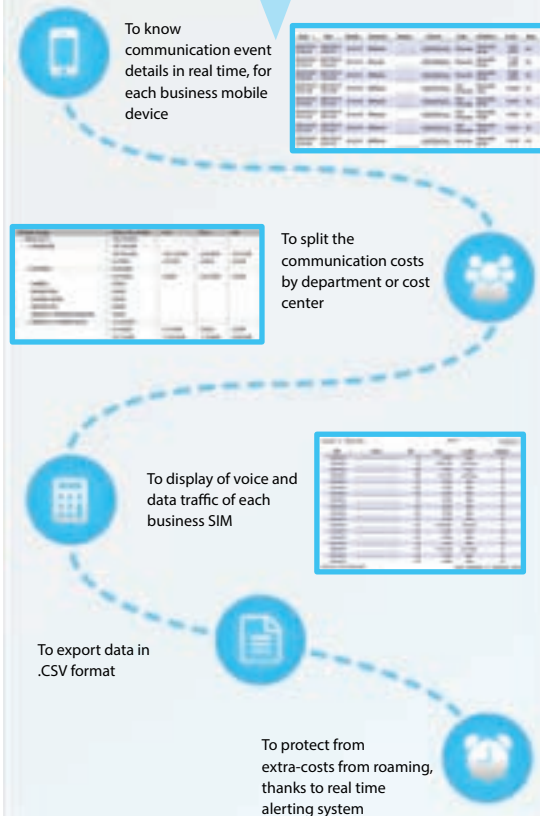
## Landline Network

This module helps size the phone infrastructure correctly, set up alerts to verify the correct functioning and utilization of business phones, and it allows the creation of customized reports to optimize the management of fixed telephony.



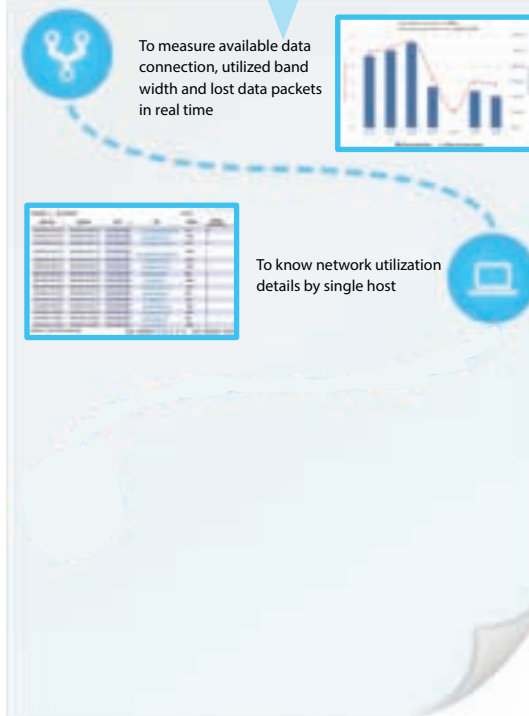
## Mobile Network

This module is required to monitor mobile phone and data traffic in real time for smartphone and tablet. The communication of quantitative details happens by periodic connections between Habble mobile app on the devices.



## Data Network

This module provides information about the connection data business, traffic generated, downtime, data packets sent/received, and the loss rate during a period of time. You can also view the traffic generated by each host.



## TEM

This module is a great support tool for telecommunication expense management processes: it organizes telco expenses by cost center with a click. Process automation saves 3 workdays/month normally needed to execute these activities manually.



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your telco dashboard