

Voice · Clarity Call Analytics

One view of every call. Across PBX and Teams.

Clarity turns PBX call records and Microsoft Teams calling data into live wallboards, cost-centre chargeback and audit-ready reporting. Powered by Apex BI, delivered by FirstNet.

One view

PBX and Microsoft Teams in one dashboard

Wallboards

live views keep operations and supervisors aligned

Chargeback

cost allocation by department or cost centre

Audit reports

evidence-ready usage history

Who it's for

- Businesses running both PBX and Microsoft Teams
- Finance and operations teams needing departmental chargeback
- Contact-centre and customer-service supervisors
- Organisations consolidating reporting during a migration

One chargeback model for every call.

FirstNet Hosted PBX, legacy PBX and Teams data combine, including during a PBX-to-Teams migration.

Analytics, chargeback and audit in one service

Live analytics

Wallboards and dashboards

Real-time views of queues, longest wait, agent availability and calls in progress, with statistics to drill into.

Live wallboards for queues, teams and sites · Twelve dashboard tiles with full drill-down · Leaderboards

Cost allocation

Chargeback and control

Spend broken down by department, cost centre, project, site or extension, with alerts to prevent bill shock.

Department and cost-centre chargeback · Threshold alerts · Exception reports

Audit-ready reporting

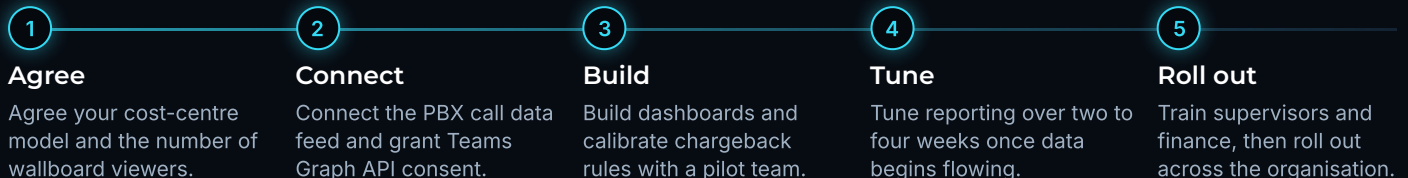
History and evidence

An immutable call-activity record for POPIA, FSCA, healthcare and education audits.

Historical reporting · Scheduled reports to your inbox · Mobile reporting where applicable

Optional add-ons: Clarity for Yeastar (deep PBX-specific module), Compliance Recording integration, AI Transcription on the same call log and FirstNet SIP Trunks with backup.

What FirstNet does for you



Why FirstNet

- ✓ **One view, any platform.** Yeastar, Microsoft Teams, hosted PBX or a mix during migration, in one picture of your voice estate.
- ✓ **Native on FirstNet Hosted PBX.** Legacy PBXs are supported where CDR or SMDR call data is available.
- ✓ **Deeper Teams reporting** than the built-in reports, via the Microsoft Graph API, with Operator Connect, Direct Routing or Calling Plans.
- ✓ **A managed service.** Dashboards your supervisors actually want. We deliver it. We support it. We own the outcome.

Getting started

- 1 Scope.** Contact FirstNet to scope your deployment across your Yeastar and Microsoft Teams estates.
- 2 Design.** Our voice engineering team confirms the modules and designs the dashboards your teams need.
- 3 Pilot, then roll out.** Calibrate with a pilot team, then train supervisors and finance.

What we will need from you: your cost-centre model, wallboard viewer count, access to your PBX call data feed and a one-time Teams Graph API consent from a Global Admin.

Let's elevate your call insight.

Book a Clarity scoping session with your FirstNet account team.

[firstnet.co.za →](https://firstnet.co.za)

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