



Enterprise Voice Operations & Analytics (EVOA)

# Product Brochure

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## EVOA at a Glance

Enterprise Voice Operations & Analytics (EVOA) is MeeraApps Technology's unified platform for voice management across multi-vendor PBX estates. A single Windows Server install combines call accounting, real-time supervisor wallboards, emergency-response dispatch, phone display, and a Windows tray notifier — driven from one tenant-scoped configuration, delivered through one modern browser UI.

|                        |                                                                           |
|------------------------|---------------------------------------------------------------------------|
| <b>Product</b>         | EVOA — Enterprise Voice Operations & Analytics                            |
| <b>Current version</b> | 1.10.0 (August 2026)                                                      |
| <b>Deployment</b>      | On-premise, Windows Server 2019 / 2022 / 2025                             |
| <b>Runtime</b>         | .NET 10, PostgreSQL 17, IIS 10+                                           |
| <b>Client</b>          | Any modern browser — no plugin required                                   |
| <b>Languages</b>       | 8 (English, Arabic RTL, French, Spanish, German, Turkish, Hindi, Chinese) |
| <b>Licensing</b>       | Per-tenant + per-seat, offline validated, hardware bindable               |
| <b>PBX support</b>     | 14 systems from Mitel, Avaya, Cisco, Alcatel-Lucent                       |

## The Business Case

Enterprise voice estates are rarely single-vendor. Operations teams live with vendor-specific tools — one console for Mitel, another for Avaya, an Excel spreadsheet for CUCM CDR, and no visibility at all when a 999 or 911 call is dialled. When something goes wrong, response is manual, slow, and paper-based.

### The Challenge

- ✓ Multiple PBX vendors across multiple sites
- ✓ One vendor console per system — no unified view
- ✓ Manual, paper-based response to 999 / 911 emergencies
- ✓ Cost allocation done in Excel, weeks after the fact
- ✓ Supervisors flying blind on live queue metrics
- ✓ Wallboard software and emergency-notification products bought separately

### The Solution — EVOA

- ✓ One platform ingesting every PBX in the estate
- ✓ Call accounting + real-time wall-boards + emergency dispatch
- ✓ Per-tenant cost tariffs, automated allocation
- ✓ SNMP-driven 911 / 999 dispatch under one second
- ✓ Live agent state and queue metrics on any surface
- ✓ Replaces three separate vendor products with one licence

## One Platform, Four Surfaces

Everything a supervisor, operator, guard station, or PC user needs to see or receive stays consistent across four physical surfaces. Acknowledge on any one — and the same alert closes on the other three within a second.

| Surface          | Who uses it         | Delivers                                             |
|------------------|---------------------|------------------------------------------------------|
| Browser          | Supervisors, admins | Dashboards, admin, reporting, wallboards             |
| Mitel 6900 phone | Operators, agents   | Push status screens, ACD state, emergency popups     |
| TV wallboard     | Operations centre   | Full-screen kiosk mode with live queue widgets       |
| Desktop tray     | Any PC user         | Windows notifier for VIP, emergency, alert-rule pops |

**TIP** EVOA replaces — in one product — what enterprises typically buy as three: a call accounting suite, a real-time wallboard vendor, and a separate emergency-notification appliance.

# Real-Time Wallboards

Live agent state, queue metrics, and conversation flow streamed from Mitel CX via SignalR. Widgets render on the browser, TV wall-boards, and full-screen kiosk displays — all from the same tenant-scoped configuration.

The dashboard above is one of many pre-built views — KPI cards for calls in queue, calls answered, longest wait, service level, and agent availability update in real time. Supervisors can also compose custom widget layouts per team, per shift, or per campaign.

## Live from Mitel CX (v1.4.0+)

*SignalR event streaming, not report-refresh polling.*

- ✓ Global two-layer presence (enterprise + per-queue narrowing)
- ✓ Queue Waiting Interactions widget — v1.7.0 flagship
- ✓ HD Agent chart — per-leg digital attribution
- ✓ Alert Center overlays (VIP / Critical / Warning tints)
- ✓ Historical + real-time unified across voice and digital (v1.7.0+)
- ✓ Widget scope narrowed per supervisor via IUserAcScopeService

## TV wallboard mode

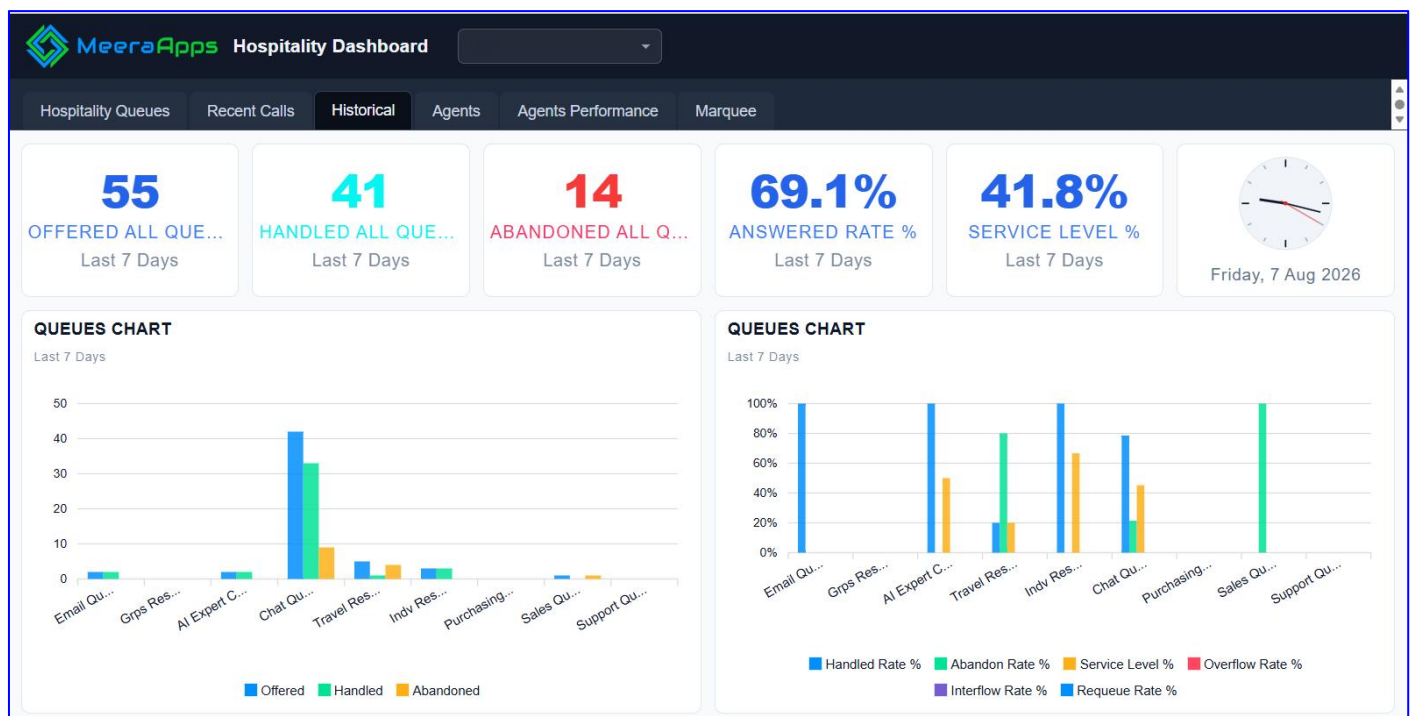
- ✓ Full-screen kiosk view for the operations centre
- ✓ Token-authenticated (no browser login required)
- ✓ Auto-refresh via SignalR push — no page reload
- ✓ Multi-widget layouts per screen
- ✓ Rotate through multiple views on a single TV

## Widget composer

- ✓ Compose per-tenant dashboards visually
- ✓ Widget palette: KPI cards, queue tiles, agent grids, charts
- ✓ Queue Waiting Interactions, HD Agent chart, Alert Center overlay
- ✓ Render on browser, TV kiosk, or 6900 phone
- ✓ Same widget definition drives every surface

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Dashboard and KPI

# Emergency Alerts, Phone Display, and Desktop Notifier

EVOA turns every Mitel 6900 handset, TV wallboard, browser session, and Windows PC into an acknowledgement-aware alert surface. Emergencies dispatch within a second; VIP and alert-rule notifications reach exactly the roles that should see them.

## Emergency Alerts (v1.9.0+)

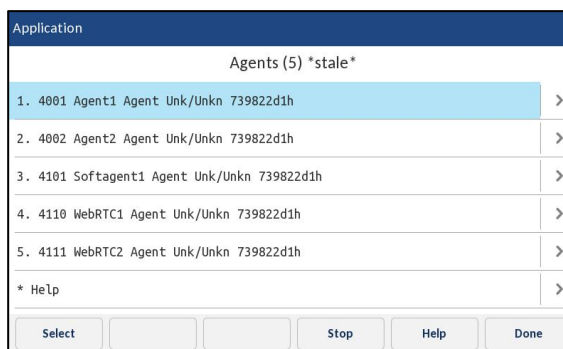
*SNMP trap receiver + fan-out to every configured channel.*

- ✓ UDP 162 listener decodes traps against MITEL-ERN MIB
- ✓ CESID location map correlates trap → physical location
- ✓ Fans out to phones, desktop notifier, email groups < 1 sec
- ✓ Branded HTML email with 3-attempt Hangfire retry
- ✓ Full acknowledgement fabric — ACK on any surface closes all
- ✓ Complete audit history — who ACK'd, when, from where
- ✓ Recipient groups configured under Administration

## Phone Display (v1.8.0+)

*Every Mitel 6900 handset becomes an EVOA surface.*

- ✓ Model-aware layouts (6915 / 6920 / 6930 / 6940)
- ✓ Push-refreshed status screens — no polling
- ✓ ACD Agent Status live agent presence + channels
- ✓ Caller Tag surfacing with per-tag push flags
- ✓ Full-color ImageScreen for branded displays
- ✓ Licensed per seat under the agent-licensing pipeline
- ✓ Emergency popups with red-tinted background wash

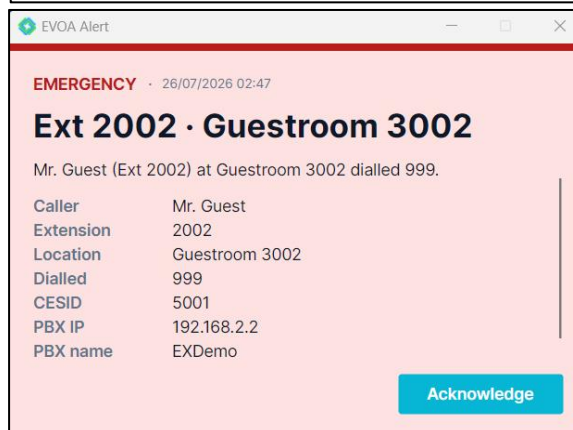
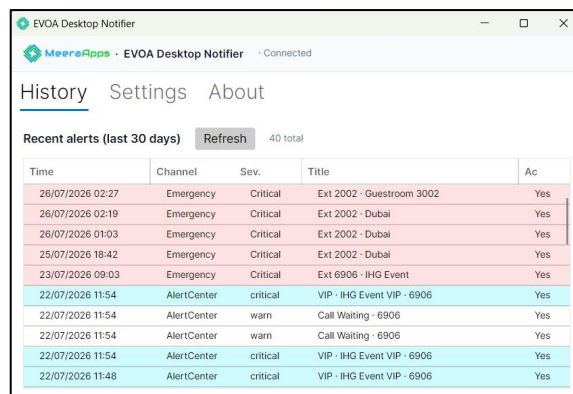


Mitel 6900 IP Phones

## EVOA Desktop Notifier (v1.10.0)

*Lightweight Windows tray app — signed, silent auto-update, no browser session required.*

- ✓ Full-screen popup on every matching event (emergency, VIP, tagged-caller, alert rules)
- ✓ Per-category custom alert sounds — 5 built-in WAVs + custom upload + per-category volume/loop
- ✓ Full acknowledgement fabric with phone, browser, TV one ACK closes everywhere within a second
- ✓ Purpose roles (Supervisor / Emergency Only / Both) narrow which alerts reach which stations
- ✓ Silent auto-update via /api/v1/desktop-notifier/version poll (24-hour interval)
- ✓ Signed with the MeeraApps Certum EV certificate — no SmartScreen warnings
- ✓ Hardened SignalR reconnect: perpetual 5–60 sec exponential backoff for uninterrupted service
- ✓ Standalone .exe distribution bypasses Windows SmartScreen for internal channels



**NOTE** Lock-screen behaviour: full popup cannot render on the Windows lock screen (Session 0 constraint), but Toast + sound + display-wake work reliably. Deployment guides cover the three-part story.

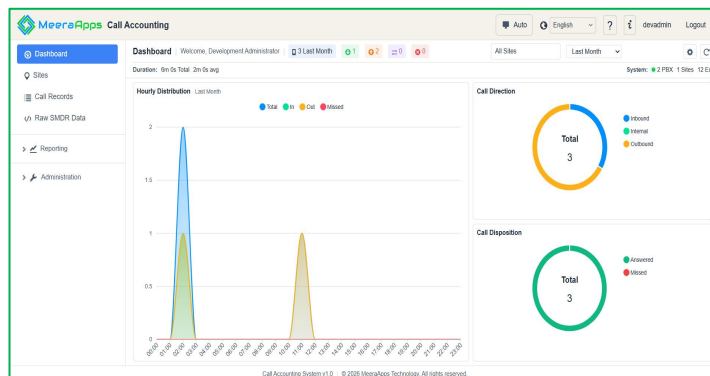
# Call Records and Reporting

Every call ingested by the Collection Service lands in a searchable, filterable grid on the browser. Reports run against the same data with per-tenant branding, and cost allocation flows automatically from configurable tariffs.

## Call Records at Your Fingertips

*Server-side filtering, sorting, and export.*

- ✓ Filter by direction, extension, tenant, PBX, date range, cost
- ✓ Server-side pagination — sub-second on millions of rows
- ✓ One-click Excel / PDF export
- ✓ Real-time updates — new calls appear without refresh
- ✓ Interactive drill-down from summary to per-call detail
- ✓ Column layouts saveable per user



## Comprehensive Reporting

*Pre-built templates + custom builders, delivered your way.*

- ✓ Pre-built reports for volumes, durations, costs, departments
- ✓ Scheduled delivery via SMTP, Office 365, or Google Workspace
- ✓ PDF via QuestPDF — branded per tenant (logo, colours, header)
- ✓ Excel via EPPlus — pivot-ready output
- ✓ Report chains for multi-report workflows
- ✓ Historical pipeline unifies voice + digital (v1.7.0+)
- ✓ Parameter presets and saved configurations

## Cost Management

- ✓ Automated call costing with configurable tariffs
- ✓ Allocate to departments and cost centers
- ✓ Breakdown by call type: internal, inbound, outbound, trunked
- ✓ Per-tenant tariff tables for hosted / MSP scenarios
- ✓ Chargeback exports for finance

## Multi-Tenant by Design

- ✓ Complete data isolation between tenants
- ✓ Per-tenant configuration, branding, and reporting
- ✓ Multi-site support with centralised management
- ✓ Extension, department, cost-center mapping per tenant
- ✓ Distributor / Sub-Partner hierarchy in License Manager (v1.4.0+)

# Multi-Vendor PBX Support

14 PBX drivers across 4 vendors, 3 collection methods (TCP Push, TCP Pull, SFTP). Every driver is built and tested against real production output — not paper integrations. Add a PBX in the browser UI, pick the driver and mode, and CDR data flows immediately.

## 14 Systems, 4 Vendors, 3 Collection Methods

*Real CDR support, not vaporware integrations.*

Mitel: MiVB, MiVoice Office 400, MX-ONE, OpenScape 4000/Voice/Business

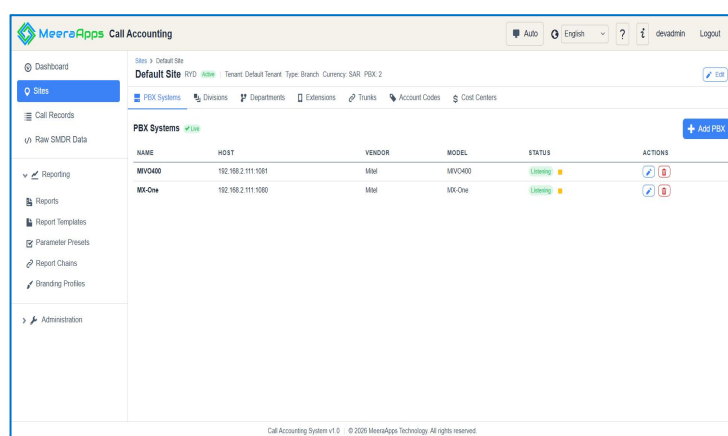
Avaya: Aura Communication Manager, IP Office

Cisco: Unified Communications Manager, CME / CUBE

Alcatel-Lucent: OmniPCX Enterprise / Office, OpenTouch, 4400

TCP Push, TCP Pull, and SFTP collection methods

Live per-PBX status page shows last-received, records/hour, driver health



Diagnose collection issues at a glance — the PBX Status screen shows last-received timestamp, records per hour, driver version, and per-PBX health indicator. See the EVOA PBX Compatibility Matrix for driver IDs, default ports, CDR formats, and collection methods per PBX.

## Deployment in Three Steps

### 1. Install

- ✓ Run the signed installer on your Windows Server
- ✓ .NET 10 Hosting Bundle installed automatically
- ✓ IIS bindings + Web API + Blazor UI configured
- ✓ PostgreSQL 17 installed and initialized
- ✓ Windows Services registered with delayed-auto + failure actions
- ✓ Typical install time: 5–10 minutes

### 2. Connect

Add each PBX system through the browser UI  
 Pick the driver + collection mode (Push / Pull / SFTP)  
 CDR data flows immediately — no restart needed  
 Live status page confirms records/hour on the wire  
 Add real-time integrations (CX, SNMP) alongside CDR  
 Configure tenants + supervisor scopes

### 3. Analyse

*Everything the customer needs, from day one.*

- ✓ View real-time metrics on the dashboard
- ✓ Publish supervisor wall-boards to TVs and kiosks
- ✓ Wire up Emergency Alerts (SNMP + phone recipients + email groups)
- ✓ Issue phone-display screens to Mitel 6900 handsets
- ✓ Deploy the Desktop Notifier to Windows PCs
- ✓ Schedule automated reports for stakeholders
- ✓ All driven from the same tenant-scoped configuration

# Platform, Security, and Licensing

EVOA is built on a modern .NET 10 stack, secured end-to-end, and licensed to give customers control — offline validation, hardware binding, and 30-day trial with 30-day grace on expiration.

## Modern Web Interface

*Blazor WebAssembly on .NET 10 — no plugin, no desktop client.*

- ✓ Fast, responsive browser experience
- ✓ Full dark mode with per-user preference
- ✓ Interactive charts (ApexCharts) with real-time updates
- ✓ Server-side data grids with export
- ✓ Signed installer + code-signed binaries throughout
- ✓ Any modern browser — Chrome, Edge, Firefox, Safari

## 8 Languages, Full RTL

*1,200+ translation keys across every UI component.*

- ✓ English, Arabic (RTL), French, Spanish German, Turkish, Hindi, Chinese (Simplified)
- ✓ Dynamic language switching — no page reload
- ✓ Localised date, time, and number formats
- ✓ In-app help authored in all 8 languages
- ✓ First-class right-to-left — not a bolt-on

## Enterprise Security

*Signed, isolated, encrypted — end to end.*

- ✓ HTTPS (TLS 1.2+) for every web endpoint
- ✓ JWT Bearer tokens — unique RSA key per install
- ✓ Role-based access with tenant-scoped permissions
- ✓ Per-tenant databases enforce hard data isolation
- ✓ Certum EV code signing on every server + client binary
- ✓ SMTP with TLS/SSL for reports and emergency emails

## Licensing You Control

*Perpetual or subscription; per-tenant + per-seat.*

- ✓ RSA-SHA256 digitally signed license files
- ✓ Offline validation — no runtime internet required
- ✓ Optional hardware binding to specific machine ID
- ✓ 30-day free trial + 30-day post-expiry grace
- ✓ Annual software assurance for update rights
- ✓ 3-tier partner hierarchy (Direct / Distributor / Sub-Partner)

**TIP** See the EVOA Product Ordering Guide for the full part-number catalogue and worked-example configurations. See the EVOA Architecture Overview and System Requirements for component diagrams and sizing tiers.

## Why EVOA?

EVOA is not just another call accounting product. It is a unified voice-operations platform that consolidates three or four vendor purchases into one supported, code-signed, tenant-isolated stack — delivered on-premise with offline license validation.

| Differentiator               | What It Means for the Customer                                                                            |
|------------------------------|-----------------------------------------------------------------------------------------------------------|
| 14 PBX systems, 4 vendors    | Most comprehensive multi-vendor coverage on the market. One platform, not four.                           |
| One platform, four surfaces  | Browser + 6900 phone + TV wallboard + desktop tray, all consistent, all acknowledged in one fabric.       |
| Emergency Alerts built-in    | 999 / 911 dispatch routed to phones, PCs, and email groups in under a second — no separate appliance.     |
| Real-time via Mitel CX       | SignalR push, not report-refresh polling. Wallboards update instantly.                                    |
| Modern stack                 | .NET 10, Blazor WASM, PostgreSQL 17, IIS 10+. Current LTS everywhere, no legacy tech.                     |
| 8 languages incl. Arabic RTL | First-class right-to-left, not a bolt-on. Full localisation across every surface.                         |
| Code-signed everywhere       | Server binaries, LM, installer, and Notifier all signed with the Certum EV cert. No SmartScreen warnings. |
| Per-tenant everything        | Databases, branding, cost tariffs, reporting scope, and licensing are all tenant-isolated.                |

## Get in Touch

Talk to MeeraApps or your authorised channel partner for a demo, sizing conversation, or pricing proposal. All EVOA documents — installation guide, architecture overview, PBX compatibility matrix, product ordering guide, and system requirements — are available on our website.

|                          |                                                                                               |
|--------------------------|-----------------------------------------------------------------------------------------------|
| <b>Website</b>           | <a href="https://www.meeraapps.com">https://www.meeraapps.com</a>                             |
| <b>Sales enquiry</b>     | <a href="mailto:sales@meeraapps.com">sales@meeraapps.com</a>                                  |
| <b>Technical support</b> | <a href="mailto:support@meeraapps.com">support@meeraapps.com</a>                              |
| <b>Phone</b>             | +966 573516885                                                                                |
| <b>Request a demo</b>    | <a href="https://www.meeraapps.com/demo-request/">https://www.meeraapps.com/demo-request/</a> |

**TIP** Ask about the companion products: MeeraApps SIP Phone (desktop softphone) and the EVOA Capacity Planning Calculator (spreadsheet-driven sizing + BOM).