

SOLUTIONS FOR
YOUR BUSINESS

ACTIVE CALL MANAGER

CALL MANAGEMENT SYSTEM

REDUCE COSTS • TRACK EFFICIENCY • IMPROVE CUSTOMER SERVICE

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ITEMISE CALLS • ALLOCATE CALL COSTS • INCREASE CUSTOMER SATISFACTION • OPTIMISE TARIFFS

Call Manager

CALL MANAGER supports all PBX major brands including;
Panasonic, NEC, Avaya, Cisco, Nortel, Nitsuko, LG-Nortel, Matrix

ALLOCATE CALL COSTS

- Produce comprehensive reports that identify and allocate call charges to the appropriate department, client, extension or account codes
- Measure the actual extension expenditure against budgets
- Allocate account codes to clients, projects or jobs
- Allocate authorization codes to restricted phones in common areas
- Produce telephone bills for clients or external parties with access to your telephone facility
- Log all calls from any extension regardless of whether or not the extension or account code is defined

INCREASE SYSTEM EFFICIENCY

- Identify the number of lines required with exchange line usage reports
- Identifying any under or over used extensions or lines
- Analyze call patterns to detect and highlight inefficient system programming
- Detect extension malfunctions

OPTIMISE TARIFFS

- Calculate all call costs using our comprehensive costing engine to receive an impartial picture of how your tariffs are working and how they fare against one another
- A range of tariffs may be easily changed and managed by the end user

INCREASE REVENUE

- Apply specific percentage to call cost and bill your client, tenant for the phone usage.

INCREASE OPERATOR PRODUCTIVITY

- Use carefully designed reports to provide the information to analyze call volume, response times and lost calls and identify any shortcomings
- Identify unanswered calls and the time of day that they occur
- Analyze operator distribution of calls
- Monitor extension utilization appropriate to client position
- Monitor activity levels to identify staff requirements for different time periods
- Measure operator performance against set target levels

The screenshot displays the 'Calls Register' window in the Call Manager software. It includes several filter sections: 'Type' (Incoming, Outgoing, Internal, Transfer In, Transfer Out), 'Status' (Charged, Un Charged), 'Using Phone' (All, 297862, 297863), 'Department', 'User', 'Contact', 'Group', 'Call Date', and 'Call Time'. There are also checkboxes for 'Ext. No.', 'User Name', and 'Line'. Below the filters is a table with columns: Call No., Date, Time, Call Type, Ext. No., User Name, Line, Country, City, Phone No., Contact Name, Duration, and Cost. The table contains 16 rows of call data. At the bottom, there is a 'Remarks' section and a summary table for call statistics.

Call No.	Date	Time	Call Type	Ext. No.	User Name	Line	Country	City	Phone No.	Contact Name	Duration	Cost
2	03/03/2010	11:45AM	Transfer In	101	MUSTAFA	04	United Arab Emirat	Dubai	042679241	050769218	00:02:51	0.000
3	03/03/2010	11:45AM	Outgoing	105	AHMAD	04	United Arab Emirat	Dubai	042679241	050769218	00:01:10	0.600
4	03/03/2010	11:50AM	Outgoing	104	RONALD	04	United Arab Emirat	Dubai	042679241	050769218	00:02:06	0.000
5	03/03/2010	11:53AM	Outgoing	104	RONALD	03	United Arab Emirat	Dubai	050769241	050769218	00:15:03	4.000
6	03/03/2010	11:54AM	Outgoing	104	RONALD	01	United Arab Emirat	Dubai	050769241	050769218	00:00:09	0.000
7	03/03/2010	1:14PM	Outgoing	101	MUSTAFA	02	United Arab Emirat	Dubai	050769218	050769218	00:01:50	0.600
8	03/03/2010	1:14PM	Outgoing	101	MUSTAFA	02	United Arab Emirat	Dubai	050769218	050769218	00:01:00	2.400
9	03/03/2010	10:27AM	Outgoing	105	AHMAD	04	United Arab Emirat	Dubai	042679241	050769218	00:00:13	0.050
10	03/03/2010	11:10AM	Transfer In	101	MUSTAFA	04	United Arab Emirat	Dubai	042679241	050769218	00:10:03	0.000
11	03/03/2010	10:15AM	Transfer Out	105	AHMAD	04	United Arab Emirat	Dubai	042679241	050769218	00:00:53	0.300
12	01/03/2010	1:12PM	Incoming	100	GELBERT	02	United Arab Emirat	Dubai	042679241	050769218	00:00:07	0.000
13	01/03/2010	1:30PM	Incoming	101	MUSTAFA	04	United Arab Emirat	Dubai	042679241	050769218	00:01:00	0.300
14	01/03/2010	1:30PM	Outgoing	104	RONALD	02	United Arab Emirat	Dubai	042679241	050769218	00:00:07	0.000
15	01/03/2010	2:42PM	Incoming	101	MUSTAFA	02	United Arab Emirat	Dubai	042679241	050769218	00:00:07	0.000
16	01/03/2010	3:32PM	Outgoing	105	AHMAD	04	United Arab Emirat	Dubai	042679241	050769218	00:01:00	0.300

	Calls	Duration	Cost
Local	11	00:16:09	0.00
Mobile	10	00:24:00	7.50
Other Cities	1	00:00:13	0.05
International	1	00:01:00	2.40
Unknown	0	00:00:00	0.00
Total	23	00:41:19	9.95



• INCREASE EFFICIENCY • DETECT FRAUD • MONITOR TELEPHONE USE AND ABUSE

Simply CALL MANAGER is a software that registers, tracks incoming/outgoing calls, transfers between extensions and provide valuable business reports to take cost-effective financial and resource allocation decisions.

ENHANCE TELECOM SECURITY

Fraudsters can hack into a telephone system and generate expensive calls to anywhere in the world including Inmarsat and Premium numbers.

CALL MANAGER enables you to take the appropriate action by:

- Record and track all calls made using any PSTN or Analog line to detect any Toll fraud from unmonitored devices such as your fax machine
- Determining telephone numbers that identify unauthorized calls
- Automatically generate email alerts for almost any activity on your PBX, especially those suspicious ones. For example an after-hours employee who makes unauthorized calls.
- Identifying illicit calls to and from competitors or ex-employees.
- Automated reports sent directly to your mail box for repeatedly dialed numbers.
- Monitor any fraud or unauthorized usage of your Toll-Free numbers.
- Tracing malicious and nuisance calls
- Automatically generate email alerts for those calls exceeding your acceptable call duration or cost.

EXCEED YOUR EXPECTATIONS

CALL MANAGER has unique features to help you control and manage your telephone activities without wasting your valuable time.

- **Schedule Reports**
Built-In report generator allows you to make your own reports, schedule them to be automatically generated and sent directly to your mail box at any time or interval of your choice
- **Missed Calls Notification**
Real-Time notification by email or SMS for unattended calls including all required details about the caller like name, number and time of call.
- **Auto Responder**
Similar to your email auto responder, CALL MANAGER can be configured to respond to unattended calls by sending the caller SMS or email message of your choice.
- **Pop up Caller Details**
Even before answering the call, On-Screen Pop up shows the caller details including last 10 calls history. The call attendant can take a message and send it directly to the concerned person from the same Pop up screen

RECOMMENDED HARDWARE REQUIREMENTS

- PBX with IP (Ethernet) or RS232 Port
- Standard PC with:
 - 1 GB Free Disk Space
 - 1 Free USB/COM Port
 - 2 GB RAM
 - Windows Operating System 2000, XP, Vista, 7, Server 2003, Server 2008
- Standard Network Cable (Patch Cord)
- **Integrate with third party application**
You can use our call records and contacts details in real time with another application like your CRM, POS or ERP, our database can be queried and the records will be sent to your application.
- **Work in NETWORK environment**
CALL MANAGER allows you to connect PBX of Remote locations, it supports multi-site enterprises, multi users and provides authorized personnel with a comprehensive security access module to assign access rights to each user.

Feature List

Standard Features – Basic Module
SQL Database Engine
Unlimited Data Storage Capacity
Multi User Access Rights
Network Based - Access and Manage from computers on LAN/WAN
Connect to PABX via IP, File or Serial Port
Support Duration and Pulse Metering
Log Incoming, Outgoing, Transferred and Internal Calls
Support Multiple Numbers connected to Single PABX
Automatic Detection Extensions and Trunks
Automatic Calculation of Call Cost
Built-In and User Defined Call Tariff
Support Per Minute/Second Call Charge Calculation
Real-Time Calls Monitoring
Backup and Restore Utility
Import/Export Capabilities
System Shutdown Protection
Auto Startup and Run
Integrate with 3 rd Party Application
Report Generator (Multi Level Report Filtering, Report as per Extension, Department, Duration, etc.)
Export Reports to PDF, Excel, Word, Text, HTML, etc.
Software Event log
Support Account Code for Restricted Phones
Special Features – Premium Package
Advanced Phone Book (Detail Contacts Database)
Import Contacts Details to Phone Book
3D Graphical Calls Distribution Analysis Report Generator (by Hour/Day/Day of Week with Multi Level Filtering capability)
K.P.I. Report (Key Performance Indicators) includes average wait time, talk duration, handled and missed calls
Identifying Calls to and from Specific Contacts
Automatic Missed Calls Notification by SMS or E-Mail
Missed Calls Auto Responder
Budgeting
E-Mail Capability
Auto alert for Call duration, Cost, and Budget Exceeding
Reports Builder – Personalized Reports
User Defined E-Mail Alert Triggers for any Activity
Personal Calls and Repeated Dialed Numbers Report
Task Scheduler for Automated Reports
Automatic Reports Distribution by E-Mail, File and Printer
Special Features – Pop Up
Caller Details Pop Up – Before Answering the Call
Special Features – Enterprise Package
Log Calls of Remote Locations (Multi-Site)
Tenant Billing (Markup and Surcharge Capability)
Export Call Records in Real Time through IP/TXT/COM
Export Raw Data in Real Time to TXT file
Special Features – Call Center Package
Calls Statics Dashboard – TV Out
Top Callers/Worst Callers Dashboard – TV Out
Pop up Calls statics on Clients PC – Call Agents