



Innovative Call Management Software

The Problem

You want to monitor the performance of your telephone system, analyse trends, call costs, staffing levels and productivity.

The Solution

CommsOffice – an innovative call management solution which gives you a wide range of reports and an at a glance 'Today' screen view of telephony activity in your organisation.

CommsOffice gives you the power to take complete control of your telephone system and not only allows you to monitor how your system is being used, but also how cost-effective it is for your business. The software can analyse the data it takes from your business systems reviewing individual departments, lines, extensions and every call.

With CommsOffice, you can limit costs and optomise the performance of your telephone system by:

- Analysing the most expensive calls
- Monitoring levels of incoming and outgoing calls
- Checking how quickly the phone is being answered
- Making sure calls are not being missed
- Identifying abuse or misuse of the telephone
- Ensuring sufficient telephone cover is provided at peak times
- Improving customer service via the telephone
- Setting up cost centres to make departments responsible for their telephone calls
- Managing sales teams responsible for outgoing calls
- Supervising support teams responsible for incoming calls
- Viewing data remotely from a password protected internet or intranet site

CommsOffice is intuitive, menu driven with 'drag and drop' functionality and has many features, including:

Interface:

Easy to use, familiar MS Outlook™ look and feel

Compatibility:

Compatible with all makes and models of telephone system including Panasonic, Avaya, Cisco, Inter Tel, Mitel, Nortel, Samsung, Siemens, ShoreTel, Swyx, Toshiba and many others.



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Some basics:

Account codes

Add phone numbers associated with account codes for further tracking

Authorisation codes and PIN numbers supported Auto discovery of extensions, trunks, PIN numbers, account codes

Call ID (if switch enabled)

DDI/DID numbers

Hunt groups supported

Raw call data is zipped each night for economical storage

Emergency services call monitoring and alarm notification

Network/connectivity:

Call logging runs as a service

Data is captured via RS232, IP or database connection MS SOL database

Multi-site configuration

Multi-user with security by user or group level

Multiple organisations of departments within on site installation

Real time call capturing and reporting

Split database across multiple machines for large installations

Unlimited workstation installations at no extra cost

Reporting:

Standard call reports

Customise and/or edit standard reports and save for future use

Report scheduler

Report scheduler runs as a service

Report to screen, e-mail, file or printer Web reporting

Other features:

Alarms customisable by user

Alarm notifications sent via e-mail, user, computer, printer or text message

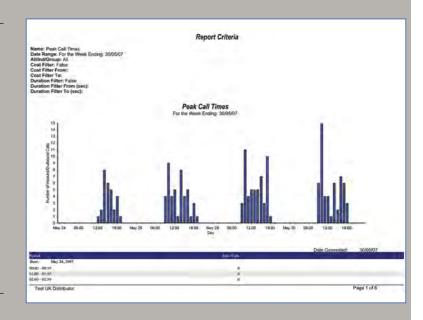
Auto updates via internet (if you have maintenance contract)

Call utilities including import, delete, move of call data and re cost of data

Error logs sent via e-mail to support department Rates management

Uplift call cost by extension, trunk or department







Scalability:

Easy upgrade paths to CommsOffice Pro, Enterprise or Voice

CommsOffice is a modular range designed to grow with your business – CommSoft offer easy upgrade paths to CommsOffice Pro, Enterprise and Voice plus new CTI, PA Operator Console modules available.

CommsOffice Pro features include:

- Wallboard view by agent, group or queue
- Scrolling 'ticker tape' view that scrolls across your screen no matter what application you are working in
- ACD alarms highlight visually or by audio when call queues get too long or that highlight abandoned calls
- ACD reports

....And more

CommsOffice Enterprise – all of the features of CommsOffice but with additional data monitoring features:

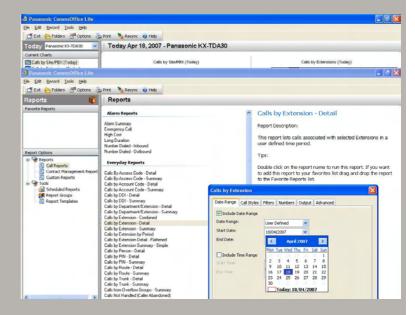
- Internet traffic monitoring
- Bandwidth usage
- E-mail traffic to highlight business and personal e-mails
- Most visited web sites
- Largest downloads

...And more

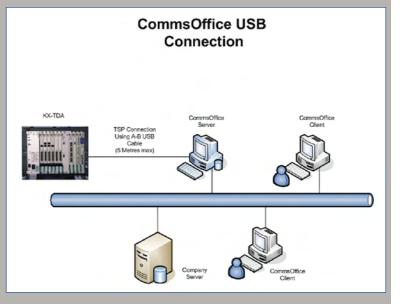
For further information or a demonstration, please contact your CommsOffice reseller.

Minimum System Requirements

- Windows 2000
- Pentium III
- 2GB free on hard drive
- 256 MB RAM
- Floppy and CD ROM
- RS232 serial cable connected between your PBX and the computer that will be logging calls (if the PBX is not IP addressable)
- Internet connection for product updates and maintenance
- Computers will require NIC (Network Interface Cards) if the products are to be used over a network









CommsOffice v7.000 Features	CommsOffice	Professional	Enterprise	Voice
Network/Connectivity:				
Call logging runs as a service	•	•	•	
Data captured via RS232, IP or Database connection	•	•	•	
WS SQL Database	•	•	•	
Multi Site configuration	•	•	•	•
Multi user with security by user or group level	•	•	•	•
Multiple organizations and departments within one site installation	•	•		•
Real time call capturing and reporting	•	•	•	
Split database across multiple machines (large installations)	•			
Jnlimited Workstation Installations (no additional charge)				
Some Basics:	•		•	
Account codes - forced or simulated (un-forced)				
Add phone numbers associated with account codes for further tracking				
Authorization codes and PIN numbers supported				
Auto discovery of extensions, trunks, pin numbers, acct codes				
Caller ID (if switch enabled)				
DDI/DID Numbers	•	•	•	•
Hunt groups supported	•	•	•	
Raw call data is zipped each night for economical storage	•	•	•	
011/Emergency call monitoring and alarm notification	•	•	•	
Personal Assistant:				
Contact List displayed by site with type of contact selectable	•	•	•	
Status display of staff/agent by color and icon	•	•	•	
Bubble hint shows on call, CLI, time of call and duration	•	•	•	
Jser able to change status	•	•	•	
Management option to hide particular staff from the contact list	•	•	•	
nternal chat server with online/offline status	•	•	•	
Central recording of all chat sessions including chat contents	•	•	•	
ransfer files via chat session	•	•	•	
Message system including in-house message center and/or e-mail	•	•	•	
ast view of staff phone calls, messages and recordings (with VR only)	•	•		
CTI Integration (Available in all products – an additional license/module is	s required):			
Make outbound call from history, keypad or CRM	•	•	•	
Place call on hold, retrieve and terminate	•	•	•	
Answer inbound calls with screen pop		•		
Answer inbound call with Outlook contacts screen pop	•	•	•	•
Set extension to divert after "N" rings to internal or external number	•	•	•	
Set extension to DND (Do Not Disturb)	•	•	•	
ransfer call via announced or blind transfer	•	•	•	
/oice Recorder:	•			
Extension or trunk based recording available				
Recordings can be either birth to death or voice activated				
isten in feature – at beginning of call or any other time during recording				
Recordings can be e-mailed or saved to disk				
earch for recordings by date, time, duration, channel, extension, notes				
earch for recordings by person, call style, phone number (whole or partial)				
Recordings are 128 bit encrypted in one concise file				
Selectively disable recording on trunks or extensions				
Block phone numbers (stop viewing records & listening to recordings)				
Recordings may be flagged as 'at risk'				

CommsOffice v7.000 Features	CommsOffice	Professional	Enternrise	Voice
Voice Recorder (continued)	commisorrice	FIOTESSIONAL	Enterprise	voice
User defined criteria and tests for call grading				
Application of tests and/or notes to recordings				
Grade recordings historically or at time of call				
Real time channel display with CLI, duration and user ID			-	
Reporting:				
Ad-hoc report builder				
Canned call reports				
Canned network reports		•		
Customize and/or edit canned reports and save for future use		•		
Report scheduler	•	•	•	
Report scheduler runs as a service	•	•	•	
Report to screen, e-mail, file or printer	•	•	•	
Web reporting	•	•		
Network:			-	
Alarms customizable by the user	•	•	•	
Alarm notifications sent via e-mail, user, computer, printer or text message	•	•	•	•
Auto discovery of domain users and computers			•	
Auto updates via internet (with maintenance contract)	•	•	•	
Call utilities including import, delete, move of call data and recost data	•	•	•	
Error logs sent via e-mail to support department	•	•	•	
Network monitoring reports available (w/custom install using sniffer)			•	
Rates Management	•	•	•	
Uplift call cost by extension, trunk, department	•	•	•	
ACD (Automatic Call Distribution):				
ACD Alarms available (visual and/or audible)		•	•	
ACD Graphs by agent, group or queue		•	•	
ACD Interactive functions (call in progress details)		•	•	
ACD Live statistics		•	•	
Auto Attendant statistics including overflow		•	•	
ACD Wallboards choice of 26 statistics to display		•	•	
ACD List View choice of 26 summary statistics items		•	•	
ACD Logger runs as a Service		•	•	
ACD Reports available		•	•	
ACD Ticker Tape available externally for supervisor monitoring		•	•	
ACD Ticker Tape also available internally		•	•	
ACD Ticker Tape for multiple agents, groups, queues or combination		•	•	
ACD Wallboard view by agent, group and/or queue		•	•	
Billing:		·		
Billing section with invoice generation (printed or via pdf attachment)			•	
Billing may be based on extension, client, room and/or acct code			•	
Bill customers/clients for phone usage			•	
Bill customers/clients for once-off and recurring charges (great for lawyers)			•	
Bill single client or by bulk billing			•	
Create customized plans and charges for clients			•	
Charges can be debit or credit			•	
Charges can be set to activate or de-activate by date			•	
Create debits, credits and/or account journal entries			•	

Comms()ffice





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