



Call Explorer

The Visual Call Management System

Powerful software for efficiently managing your telephone system and the people who use it

See large amounts of telephone call data turn into meaningful colour coded graphs

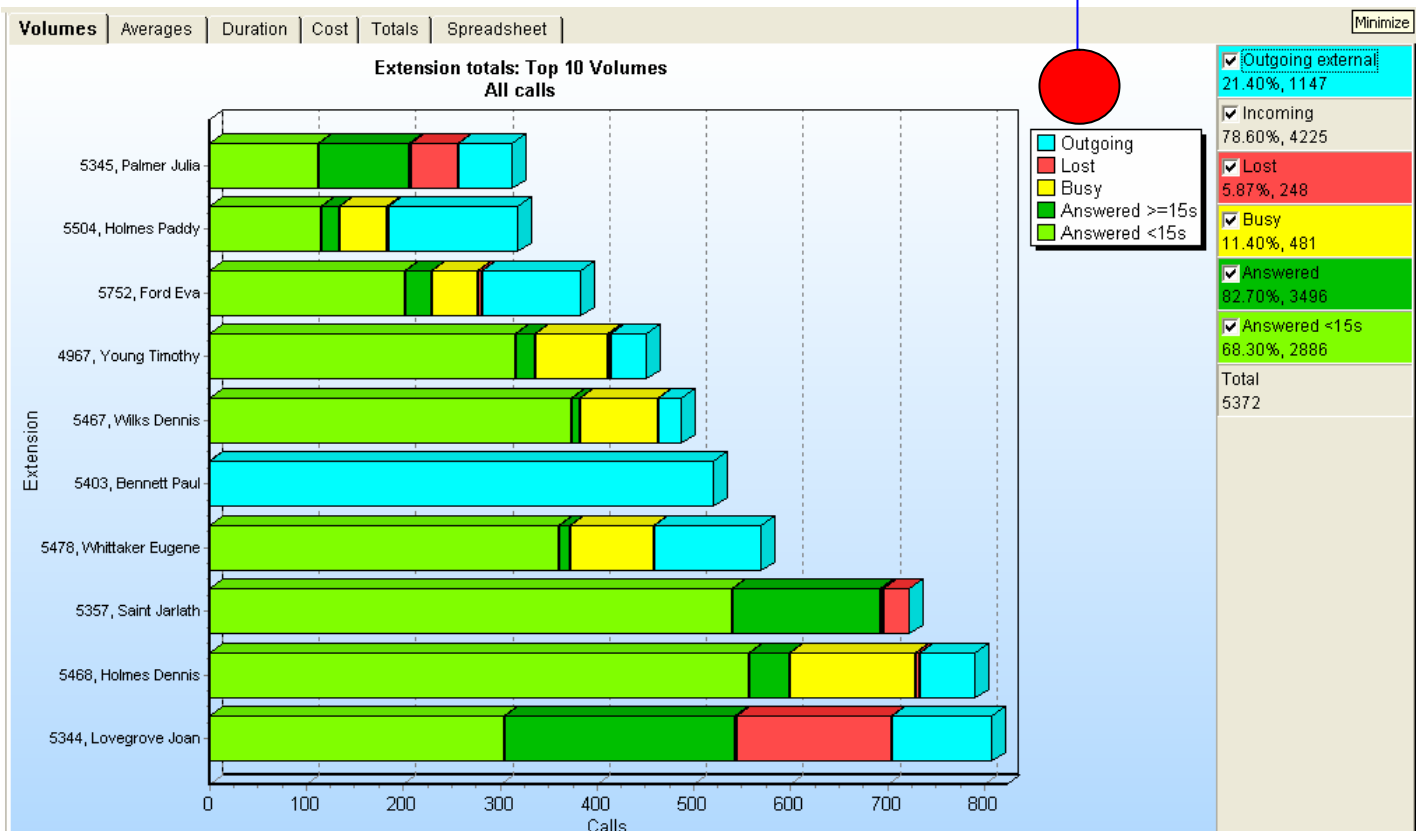
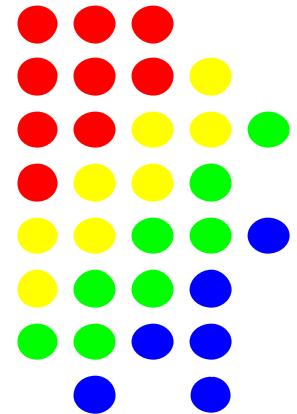
optimise staff availability and improve productivity

monitor and shorten telephone response times

produce & email telephone bills automatically

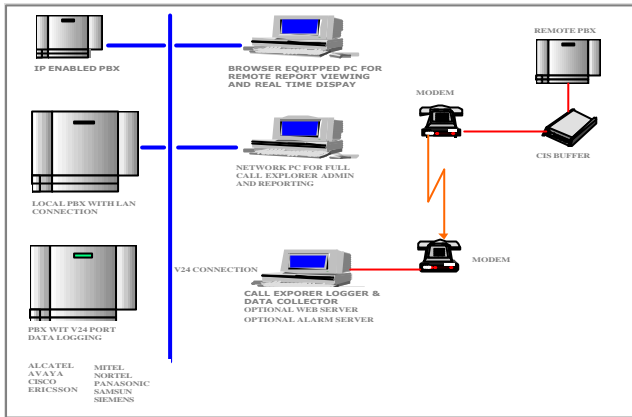
eliminate long & costly telephone calls

analyse minimize line saturation at peak times



Manage Telephone Resources

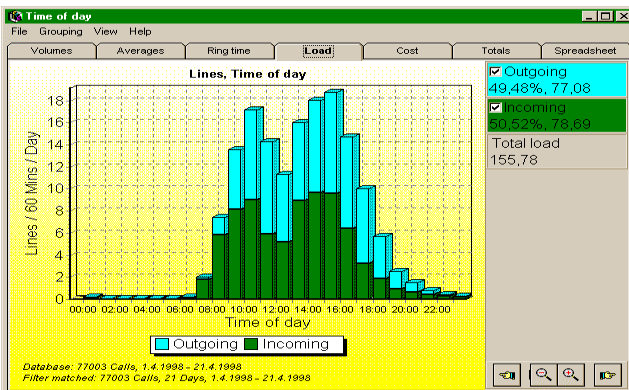
Telecommunications costs fluctuate and can be considerable. Internet consumes much line capacity. Calls to mobile and other premium numbers are expensive. Call Explorer will help control your budget and ensure communications capacity is available when and where needed.



Call Explorer software runs on a non-dedicated PC with Windows. It collects call data and produces useful reports and graphics

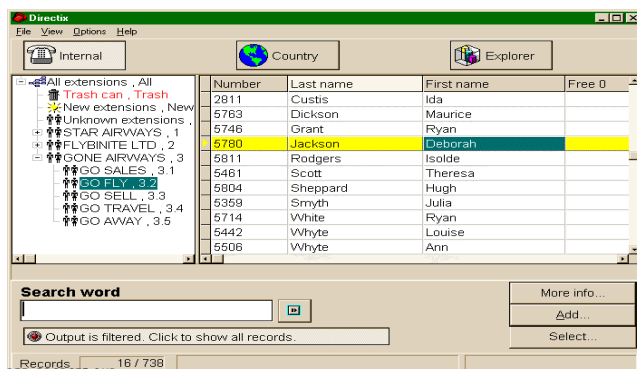
Monitor trunk traffic

Making sure you have the needed line capacity is essential for cost control and good service levels.



Organise extensions & departments

Department and extension names are kept well organised with Directix, the telephone book tool. Users can search internal or external names & numbers from any PC.



Features

- Shows name and number of extension
- Shows calling line identity, call destination name
- Allows flexible department configuration
- Account and access code reports
- Traffic monitoring. Shows level of traffic by time of day
- Shows answering times and levels of service
- Most expensive extensions or destinations
- Time spent on telephone / internet usage
- User customisable reports. Custom reports can be saved as templates and run automatically
- Automatic report generation as text or HTML, scheduled daily, weekly or monthly.
- Reports or graphs are E-mailed automatically.
- Call costing by meter pulses or by user maintainable carrier price tables.
- Directory facility for organising internal and external numbers, names and addresses.
- Works from any PC with a browser on your LAN.
- Compatible with all PBX and VOIP systems.
- Single or multi-site configurations.

Extension and department bills

Telephone bills for extensions or departments are produced automatically and can include a phone rent and call charge mark-up. Bills can also be sent by E-mail.

Ext	Call	Outgoing	Incoming	Duration	Call cost £
5464 Wright Terence	227	227	0	02:51:04	20.24
	National	115	0	Avg duration 00:00:45	0.00
	International	61	0	Avg ring time 00:00	20.24

Info	Date and time	Account	Number	Duration	Ring time/Carrier	Cost
Outgoing	14/03/02 09:09	None	0032432081, LUTZEMBORG	00:00:39	BT	0.09
Outgoing	14/03/02 09:30	None	2600019, Local	00:01:16	BT	0.05
Outgoing	14/03/02 10:21	None	00441818013041, UNITED KINGDOM	00:00:00	BT	0.00
Outgoing	14/03/02 10:25	None	00441804575914, UNITED KINGDOM	00:00:00	BT	0.00
Outgoing	14/03/02 11:05	None	033263222, NATIONAL	00:00:38	BT	0.05
Outgoing	14/03/02 11:16	None	00441863979470, UNITED KINGDOM	00:00:49	BT	0.05
Outgoing	14/03/02 12:23	None	0233133828663, Paris, FRANCE	00:00:00	BT	0.00
Outgoing	14/03/02 12:39	None	033111737, Vodafone	00:00:39	BT	0.30
Outgoing	14/03/02 13:25	None	030369713, NATIONAL	00:01:03	BT	0.06
Outgoing	14/03/02 13:36	None	0233141481136, Paris, FRANCE	00:00:00	BT	0.00

**Call Explorer will make your phone system smarter
CAN YOU AFFORD TO RUN YOUR COMPANY WITHOUT IT?**

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