

Cloud Call Management Service

At School - For Higher Education - On Campus



Monitor your voice communications online to analyse usage patterns and control costs. Reports delivered directly to your Inbox. No upfront investment or complicated system administration to manage.

Using our cloud call management service, you're able to monitor the communications on any voice network. Our team of call management specialists handle all of the day-to-day configuration, administration and updates. Leaving more time for you to introduce best practices, cost savings and policy adjustments based on the information we deliver direct to your Inbox or that you access online.

Service Benefits

With an advanced functionality set and a highly customisable reporting engine, our cloud call management service can deliver real actionable benefits to your organisation. *Don't just take our word for it, 98.5% of customers choose to renew their use of the service.*

- Monitor Call Response rates; set alerts on threshold and identify missed calls
- Easily identify costs savings by monitoring capacity and usage
- Monitor for expensive phone abuse and suspicious usage
- Simple, clear reporting; work time patterns and extensions grouped according to your needs.
- Support for account or authorisation (PIN) codes to identify staff and report on personal calls, etc.
- Discover the most expensive calls and extensions; set cost alerts based on thresholds
- Report on term time periods separately to help identify patterns
- Ensure staff are regularly picking up their voicemails
- Create billing reports for different departments and assign associated fixed costs to extensions
- Track the success of marketing campaigns by monitoring calls to specific inbound numbers

* some benefits may be PBX dependant

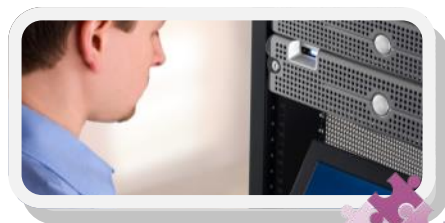
Secure UK Data Centre

- ✓ **Physical Security**
Coded locks for room entry only by authorised staff.
- ✓ **Daily Data Backup**
Backups performed daily and stored securely off-site.
- ✓ **Secure Network**
Servers connected via independent network and fully firewalled for both internal (authorised staff only) and external access.

Our DMZ Web servers do not store any customer data. Modem connections are outbound only.
- ✓ **Environmental**
Air conditioned environment.
Emergency UPS power.

98.5% renewal rate since 2001

Carrier Grade



Call Management Information Without The Capital Expense or Administration

Service Description



Our cloud based Call Management Service is designed to deliver achievable and highly visible call information that you need for making management decisions, yet remains very competitively priced. The standard service can be upgraded with additional features through a package of optional extras.

- The Cloud Call Management Service will automatically deliver up to 20 'pre-determined reports' per month to your Inbox.
 - A 'pre-determined report' is the combination of a report type (see below) and a set of data filters, including but not limited to: reporting period, extensions, time bands, sites, special dates and service providers. Any one 'pre-determined report' can be configured for delivery at any time during the calendar month and can be sent to multiple recipients in multiple report formats.
- Includes the setup of one PBX as a single 'site' with standard tariff pack. Organisations with multiple PBX's or requirements to logically split the configuration of a single VoIP PBX into smaller units, are classed as having multiple sites.
- Up to 5 alerts can be configured with the service as standard (e.g. to notify about an out-of-hours, high cost call).
- Pricing is based on the number of extensions reported on, within a calendar month (minimum charge per site applies).
- A single user account is provided for access to the web portal.
- One update is allowed per month (per site) to your PBX/Switch configuration (updates accepted electronically in .CSV format only)
- One update is allowed per month (per site) to one of the 'pre-determined reports'.
- Traditional TDM, VoIP and mixed PBX environments are supported. Data can be collected over an IP network connection or via modem (modem not included).
- PBX data is made available the day after collection for reporting and alerts.
- Optional Extras**
 - Mobile phone bills can be imported as additional extensions for an extra charge per mobile per month.
 - Additional packs of 20 'pre-determined reports' can be purchased for a one off setup fee, plus additional monthly charge.
 - One-off reports can be provided with charges based on delivery timescales.
 - Billing report accuracy is improved with the application of your own custom phone tariff. (incurs a one time charge per tariff update and requires electronic submission of the tariff prices.)
 - Near real time reporting (subject to survey)

Why Choose Us?

- ✓ Industry leading service run by Experts
- ✓ We currently monitor around 1m extensions
- ✓ No training, no onsite systems, just a hassle free service
- ✓ Our experts monitor your service every day

Report Types

You will receive 20 reports per month. Here are 3 examples of the 20 you will receive, categorised by cost, response or traffic report types. A report type defines the context of the information presented in the report; some summarise data and display it graphically, while others provide comprehensive detail. The actual call data used in the finished report is filtered to fit your requirements. This means that reports can be produced for specific purposes, using specific information.

Cost Reports

- Management Summary by Department / Extension / Both
- Unused Extensions
- Department Summary
- Extension Summary
- Top 20 Departments Sorted By Cost
- Trend Analysis Of Outgoing Calls

Response Times

- Org Response Within Target
- Operator Response To Incoming Calls
- Department Response Summary
- Extension Response Within Target
- Graphical Analysis of Call Response

Traffic Analysis

- Average Call Patterns
- Traffic by Trunk Line Group and Trunk Line
- Unused Trunks
- Busy Hour Trunk usage
- Concurrent Trunks

