

Cloud Call Management Service

Accountancy Firms - Legal Practices - Architectural & Engineering



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.*

- **Easily attribute phone costs to individual clients**
- **Report on actual usage yet prepare client bills with uplifted call costs**
- Examine the total number of calls received by the business per day, week, or month
- Simple, clear reporting; work time patterns and extensions grouped according to your needs.
- Monitoring without the hassle; set alerts to notify when thresholds or expectations are met
- **Monitor average call length and the busiest extensions**
- **Monitor the number of calls being missed and diverted to voicemail**
- Monitor the efficiency of operators / receptionists at answering and redirecting calls
- Mobile billing import allows you to report on your mobile calls just like your extensions
- Reports automatically delivered to the Inbox of the recipient who needs it or can be requested online

* 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



We collect your call data



We email reports to you

...also available online



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

Top 10 Most Expensive Extensions by Cost

Extension	Calls	Cost	Duration
00000000000000000000	15	10.00	00:00:00
00000000000000000000	14	10.74	00:00:00
00000000000000000000	10	11.49	00:00:00
00000000000000000000	12	11.41	00:00:00
00000000000000000000	10	11.40	00:00:00
00000000000000000000	10	11.41	00:00:00
00000000000000000000	10	11.40	00:00:00
00000000000000000000	10	11.41	00:00:00
00000000000000000000	10	11.40	00:00:00
00000000000000000000	10	11.41	00:00:00

Top 10 Extensions by Duration

Extension	Calls	Cost	Duration
00000000000000000000	15	10.00	00:00:00
00000000000000000000	14	10.74	00:00:00
00000000000000000000	10	11.49	00:00:00
00000000000000000000	12	11.41	00:00:00
00000000000000000000	10	11.40	00:00:00
00000000000000000000	10	11.41	00:00:00
00000000000000000000	10	11.40	00:00:00
00000000000000000000	10	11.41	00:00:00
00000000000000000000	10	11.40	00:00:00
00000000000000000000	10	11.41	00:00:00

- 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

Operator Response to Incoming Calls

Time Period	Calls Answered	Calls Not Answered	% Answered	Average Ring Time	Longest	7 Seals	15 Seals
09:00 - 10:00	305	96	76.00	6.89	64	55.50	60.56
10:00 - 11:00	268	120	71.00	7.78	47	43.25	62.11
11:00 - 12:00	373	125	75.00	7.84	38	46.86	66.14
12:00 - 13:00	371	111	84.00	6.83	71	35.37	60.58
13:00 - 14:00	452	84	84.00	7.87	45	49.59	67.31
14:00 - 15:00	314	115	73.00	7.41	45	44.34	64.26
15:00 - 16:00	345	119	74.00	7.34	57	44.61	64.05
16:00 - 17:00	189	69	73.00	7.56	36	42.40	60.05
	2837	829	78.50	7.70	71	42.74	64.53

Total Incoming = 3466 Incoming Answered = 2837
 % Answered = 79.2 Average Ring Time = 7.7
 % Calls Answered in 7 Seals = 42.79 % Calls Answered in 15 Seals = 77.0

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

Traffic Analysis

Busiest Hour Trunk Usage

Day	Time Period	Total Seals	% Occupancy	Daily Seals
Monday 23 June 2008	07:30 - 07:57	134	9.78	19.00
Tuesday 24 June 2008	18:48 - 19:46	255	18.29	17.28
Wednesday 25 June 2008	21:58 - 22:58	475	34.62	32.94
Thursday 26 June 2008	08:18 - 07:10	476	34.78	33.00
Friday 27 June 2008	13:14 - 14:14	440	31.73	30.80

The Busiest Time Period is: Thursday 26 June 2008 08:18 - 07:10 476

Actual grade of service

Trunks	Actual Grade of Service	Required Trunks
Trunks 23	100%	Required Trunks 19
Grade of Service 1000	100%	Required Trunks 18
Grade of Service 500	100%	Required Trunks 17
Grade of Service 200	100%	Required Trunks 16
Grade of Service 150	100%	Required Trunks 15
Grade of Service 100	100%	Required Trunks 14
Grade of Service 75	100%	Required Trunks 13
Grade of Service 50	100%	Required Trunks 12
Grade of Service 25	100%	Required Trunks 11
Grade of Service 10	100%	Required Trunks 9

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

