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call management

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advance
Call Management

ai*office*

Call Management is the most cost effective business system that any company can buy today. Through cost savings on telephone calls, improved customer service, and more effective telephone usage **ai***office* can pay for itself within three months. No business should be without one.

Since 1992 the Advance name has been synonymous with excellence in Call Management and, with tens of thousands of systems installed in the UK and Europe, continues to be the de facto choice for UK businesses. Oak are ISO 9000 quality accredited and employ over 60 staff which ensures that Advance continues to be the best value for money product available in the UK. **ai***office* continues the tradition of excellence with a host of new features that enable the customer to get the most from their telephone system, to continually improve customer service, to keep call and telephone costs under control and to maximise the efficiency of telephone usage throughout the organisation. **ai***office* allows for the automation of most tasks thus minimising the management overhead but maximising its effective usage in every organisation.

Product Features:

- ☐ Modern and intuitive user interface.
- ☐ Comprehensive range of reports including Cost, Response, Traffic, and Account Codes in PDF, CSV and print formats.
- ☐ Large range of selection criteria to allow reports to be customised to meet individual needs.
- ☐ Powerful report scheduler that allows the automated delivery of reports by email to selected users.
- ☐ Real time monitor that displays calls in itemised and graphical format.
- ☐ Alarm system that identifies exceptional calls (over a certain cost, to a specified number, longer than a certain duration, from a specific extension etc) and either does a screen popup, email or SMS to highlight the call.
- ☐ Collection of CILE/SMDR information by IP across your LAN, serial connection to traditional switches, by CSV import or by ODBC connection to a switch call database.
- ☐ Single or multi-site reporting with remote collection using IP or dial up buffers.
- ☐ Full range of Carrier Costing Tables with regular updates.
- ☐ Help desk support including telephone, email, web, and remote diagnostics. We even offer 24 hour cover on request.
- ☐ Full installation package included.
- ☐ Compatible with Windows XP Pro, Windows 2000, Windows NT4.
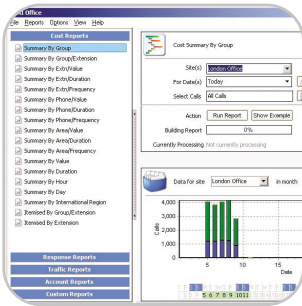
Reports Simple To Run

☐ The modern and intuitive user interface means that anyone can be running reports immediately after installation with the minimum of training
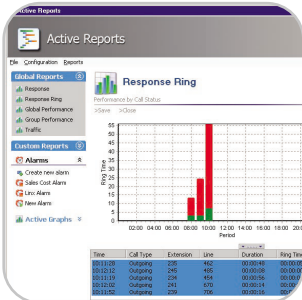
Reports and Alarms Displayed Live

☐ A range of graphical reports can be displayed which are constantly updated with new calls for today. Alarms on exceptional calls can be set to display on screen, or to be notified by email or SMS
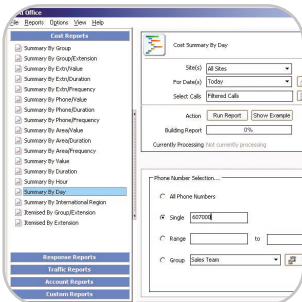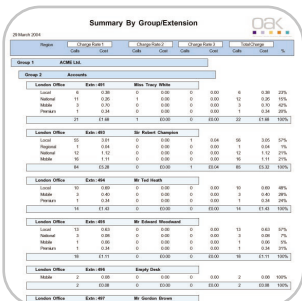
Reports Tailored To Your Individual Needs

☐ A full range of selection and sort criteria can be set for each report allowing it to be tailored to either a company's or an individual's needs
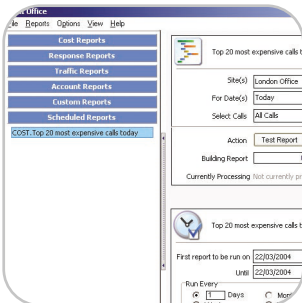
Reports Scheduled and Delivered Automatically

☐ Once a report has been configured it can be set to run automatically at predefined intervals and delivered to each user by email

Reports Available in Summary, Itemised and Group Formats

☐ There are a comprehensive range of Cost, Response, Traffic and Account Code reports which can be viewed in either Summary, Itemised Calls, or Departmental/Group type formats
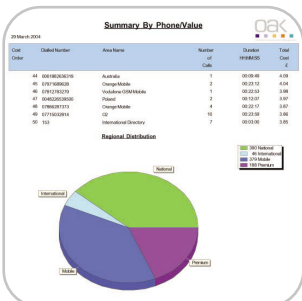
Reports are Easy To Understand

☐ Each report is clear, concise and easy to read. Reports can also optionally include various graphical representations. A full list of sample reports is available on request


User Benefits:

☐ All reports can be previewed on screen with zoom and page search facilities allowing a quick review of the largest of reports

☐ Single and Multi-Site reporting is catered for as standard

☐ Each extension can be named and placed into Departments/Groups. Groups can then become part of other Groups to create a Group Hierarchy. Reports can then be chosen which use the Group Hierarchy to present Summary or Itemised Call information

☐ Large and comprehensive range of reports available in both Summary and Itemised formats

☐ Cost Reports include an analysis of Local, National, International, Mobile and Premium rate calls

☐ Response Reports include Time To Answer and Lost Call statistics as well as Calling Line Identity (CLI)

☐ Traffic Reports include Busy Hour and Erlang statistics

☐ Account Reports allow for Call Cost Uplift and Professional Charges

Available as:

☐ Full installation package including project management, installation at customer site on customer supplied PC, user training, printed user manual, our comprehensive Level 3 Service Package including telephone support, and additional user training on Oak scheduled courses

☐ Software only package to an authorised reseller but including our comprehensive Level 3 Service Package. Full training provided by Oak for resellers' installation staff
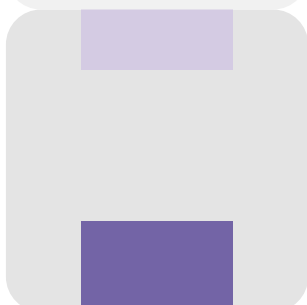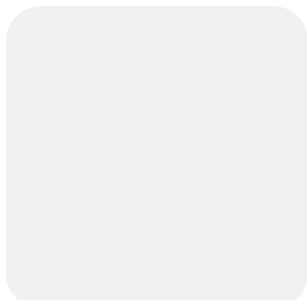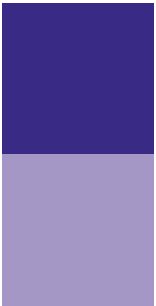
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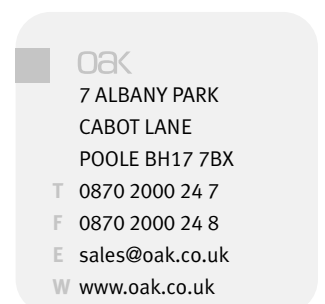
For a detailed technical specification, please visit
our web site at **www.oak.co.uk/aioffice**

E&OE   Valid from 01/03/04