

advance classic

Comprehensive Call Management



No matter what size the organisation, a well managed telephone system is vital to the smooth running of the office. From the conventional call to the transfer of electronic information, whether internal communication or off-site, the performance of your company's telephone system is key to efficiency.

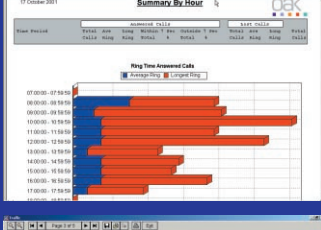
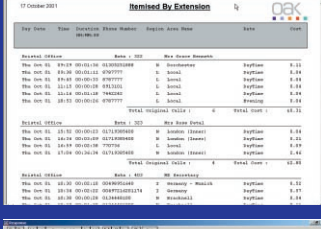
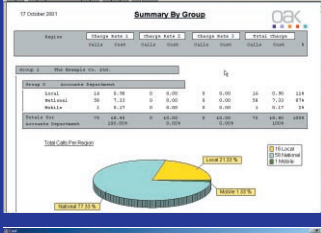
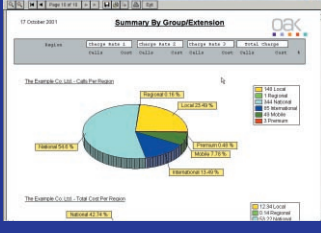
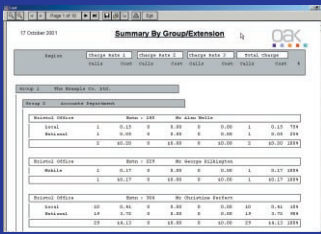
This is where Advance Classic can help. Compliant with any telephone system or network, Advance provides up-to-the-minute management information, statistics and analysis, enabling you to maximise productivity and minimise cost.

An accurate calling pattern analysis is essential to finding the most economic carrier. Advance Classic gives the breakdown of information to put you in control.

Advance will also monitor the response to incoming calls in detail. The speed in answering can be logged, as can time spent transferring and dealing with any call. Outgoing calls from any extension or department can be listed and costed too. Such information allows management to determine if lines are being utilised to their optimum. If not, perhaps additional lines could spread the load or some lines could be discontinued or made available for alternative call-routing.

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Definitive Communications Management



Department and Extension Cost Analysis

- Advance allows all extensions to be named and to be placed into cost centres and then breaks them down into local, regional, national, international, mobile and premium rate groupings
- Advance allows cost centres to contain extensions for one or more sites
- Advance automatically caters for all major carriers

- Advance can tailor-make reports by permitting a complete range of selection, sort, field and format criteria to be applied to each report as required
- Advance presents costing information in summary and itemised formats. A full list of sample reports is available on request
- Advance allows all reports to be previewed on screen with zoom and page search facilities to give easy access

Calling Line Identity (CLI) Analysis

- Many incoming calls can list the caller's phone number. This allows both summary and itemised reports to be produced, detailing the most frequent callers to the company
- CLI can also help in tracking down nuisance calls
- CLI can also provide the phone number for callers who have hung up, following a long ring time

Account Analysis

- Allocate client account codes to generate summary and itemised reports for calls made on behalf of clients
- Obtain an overall cost for each client by increasing the standard call charge and adding a professional charge per hour

Response Analysis

- Advance can analyse the time taken to answer calls; at switchboard, department or extension level
- Advance will use the maximum amount of information provided by the phone system CILE/SMDR output but it is important to note that comprehensive response time information is not available from all phone systems

Traffic Analysis

- Preview shows a simple traffic report of line usage for trunks within a group called BT lines
- Produce full Erlang and Busy Hour statistics to determine the correct configuration of lines

Product Features:

- A user-friendly interface
- A comprehensive range of reports, graphs and statistics
- Automatic and on-demand analysis of calls
- Updatable carrier call charges
- Exportable reports
- Support for any switch type CILE/SMDR
- Single site or multi-site network analysis
- Online and dial-up connection to remote sites
- The level of detail provided in each report is dependant on the V24 CILE/SMDR output of the telephone system
- Available in a number of fully integrated software modules, Advance is compatible with Windows 95, Windows NT4 and above

User Benefits:

- Advance allows all extensions to be named and to be placed into cost centres. Calls are then analysed within the cost centre hierarchy and broken down into local, regional, national, international, mobile and premium rate groupings
- Advance caters for multi-site reporting by allowing cost centres to contain extensions for one or more sites
- Advance automatically caters for all major carriers
- Advance allows individual reports to be tailored by allowing a complete range of selection, sort, field and format criteria to be applied to each report as required
- Advance presents costing information in summary and itemised formats which are both comprehensive and easy to read. A full list of sample reports is available on request
- Advance allows all reports to be previewed on screen. Zoom and page search facilities give quick access to even the largest of reports

Choose from:

- Software-only package where PC is supplied by the customer, but including installation, basic instruction and comprehensive Level 3 Service Option
- A complete turnkey system, including hardware, software, installation, basic instruction, Level 4 Service Option, which includes remote diagnostics and telephone help desk support

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For detailed technical specification, please visit our website at www.oak.co.uk