



advance classic^{LE}

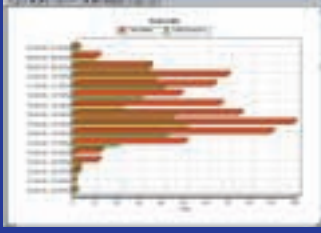
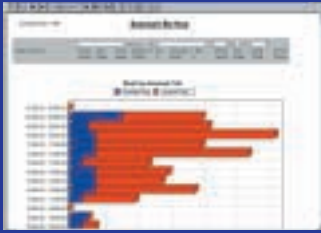
Call Management – Light Edition

Written in-house, Advance Classic LE (Light Edition) is Oak's entry-level, low cost call management system, offering a limited range of outgoing call reports for cost control purposes, together with a response graph and statistical summary for incoming response analysis at operator/first point level.

Advance Classic LE is the introductory product to full Advance Classic and there is a low cost upgrade path which has the full range of response, traffic, client-billing and CLI/DDI reports, together with the export and auto-reporting module.

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Definitive Communications Management



Department and Extension Cost Analysis

- Advance LE allows all extensions to be named and to be placed into cost centres, before breaking them down into local, regional, national, international, mobile and premium rate groupings
- Advance LE automatically caters for multiple carriers like BT, Cable & Wireless, Energis, MCI Worldcom etc
- Advance LE 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 LE presents costing information in summary and itemised formats. A full list of sample reports is available on request
- Advance LE allows all reports to be previewed on screen, with zoom and page search facilities to give easy access

Cost Summary Preview

- Example shows a simple cost analysis for the administration department

Cost Itemised Preview

- Example shows an itemised report of calls over five minutes within the accounts department

Upgrade Options to Full Advance Classic

Account Analysis

Advance Classic can:

- 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

Traffic Analysis

- Advance Classic can produce full Erlang and Busy Hour statistics to determine the correct configuration of lines
- Example shows a simple traffic report of line usage for trunks within a group called BT lines

Response Analysis

Advance Classic can:

- analyse the time taken to answer calls; at switchboard, department or extension level
- 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

Calling Line Identity (CLI) Analysis

Advance Classic can:

- where the incoming caller's number is available, produce summary and itemised reports thus detailing the most frequent callers to the company
- track down nuisance calls using CLI
- obtain the phone number for callers who have hung up, following a long ring time using CLI

Product Features:

- Easy to use
- Contains a comprehensive range of costing reports and graphs
- Example response report included
- **Low cost upgrade** to the full **Advance Classic** available to obtain:
 - Full Response reporting module
 - Traffic module
 - Client Billing module
 - CLI/DDI module
 - Export and Auto-Reporting module
- Excellent printed documentation
- Help Desk Support at Service Level 2

Minimum System Requirements:

- PC with Pentium processor
- Microsoft Windows 95/NT Workstation version 4.0 SP3 or later or 2000 (not ME)
- RAM of 32Mb for Windows 95 or 64Mb for NT4 Workstation
- A Serial Port for connection to telephone system
- PS/2 mouse
- CD-ROM drive/DVD drive
- 500Mb free hard disk space
although free hard disk requirements are 30Mb for the application, plus 1Mb for each block of 10,000 calls to be stored, at least 3 months' worth of calls should be kept and so a minimum size of 1Gb is recommended

All Advance reports are dependant on the level of information provided by the V24 call-logging port of the telephone system.

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