CommsOffice

Lite

Innovative Call
Management Software

The Problem

You want to monitor the performance of your telephone system, analyse trends, call costs, staffing levels and productivity.

The Solution

CommsOffice Lite – an innovative call management solution which gives you a wide range of reports and an at a glance 'Today' screen view of telephony activity in your organisation.

Commsoffice Lite gives you the power to take complete control of your telephone system and not only allows you to monitor how your system is being used, but also how cost-effective it is for your business. The software can analyse the data it takes from your business systems reviewing individual departments, lines, extensions and every call.

With CommsOffice Lite, you can limit costs and optomise the performance of your telephone system by:

- Analysing the most expensive calls
- Monitoring levels of incoming and outgoing calls
- Checking how quickly the phone is being answered
- Making sure calls are not being missed
- Identifying abuse or misuse of the telephone
- Ensuring sufficient telephone cover is provided at peak times
- Improving customer service via the telephone
- Setting up cost centres to make departments responsible for their telephone calls
- Managing sales teams responsible for outgoing calls
- Supervising support teams responsible for incoming calls
- Viewing data remotely from a password protected internet or intranet site

CommsOffice Lite is intuitive, menu driven with 'drag and drop' functionality and has many features, including:

Interface:

Easy to use, familiar MS Outlook™ look and feel

Compatibility:

Compatible with all makes and models of telephone system including Panasonic, Avaya, Cisco, Inter Tel, Mitel, Nortel, Samsung, Siemens, Swyx, Toshiba and many others.

Some basics:

Account codes

Add phone numbers associated with account codes for further tracking

Authorisation codes and PIN numbers supported

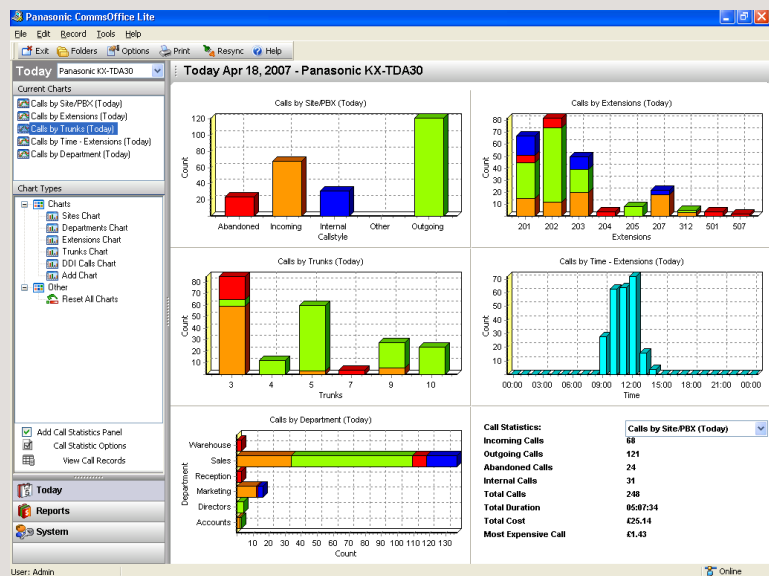Auto discovery of extensions, trunks, PIN numbers, account codes

Call ID (if switch enabled)

DDI/DID numbers

Hunt groups supported

Raw call data is zipped each night for economical storage

Emergency services call monitoring and alarm notification

CommsOffice

Network/connectivity:

Call logging runs as a service

Data is captured via RS232, IP or database connection

MS SQL database

Multi-site configuration

Multi-user with security by user or group level

Multiple organisations of departments within on site installation

Real time call capturing and reporting

Split database across multiple machines for large installations

Unlimited workstation installations at no extra cost

Reporting:

Standard call reports

Customise and/or edit standard reports and save for future use

Report scheduler

Report scheduler runs as a service

Report to screen, e-mail, file or printer
Web reporting

Other features:

Alarms customisable by user

Alarm notifications sent via e-mail, user, computer, printer or text message

Auto updates via internet (if you have maintenance contract)

Call utilities including import, delete, move of call data and re cost of data

Error logs sent via e-mail to support department

Rates management
Uplift call cost by extension, trunk or department

Scalability:

Easy upgrade paths to Commsoffice Standard, Pro or Enterprise

CommsOffice Standard – all of the features of CommsOffice Lite plus live ACD (automatic call distribution) statistics. Features include:

- Wallboard view by agent, group or queue

- Scrolling 'ticker tape' view that scrolls across your screen no matter what application you are working in

- ACD alarms – highlight visually or by audio when call queues get too long or that highlight abandoned calls

- ACD reports

....And more

CommsOffice Pro – all of the features of standard but with additional data monitoring features:

- Internet traffic monitoring

- Bandwidth usage

- E-mail traffic to highlight business and personal e-mails

- Most visited web sites

- Largest downloads

...And more

For further information or a demonstration, please contact your CommsOffice reseller.

Minimum System Requirements

- Windows 2000
- Pentium III
- 2GB free on hard drive
- 256 MB RAM
- Floppy and CD ROM
- RS232 serial cable connected between your PBX and the computer that will be logging calls (if the PBX is not IP addressable)
- Internet connection for product updates and maintenance
- Computers will require NIC (Network Interface Cards) if the products are to be used over a network

CommsOffice

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Lite

For further information on CommSoft products including
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