Comms**O**ffice

Informed decisions based on fact

CommsOffice –
Communications management for every business

After salaries, overall communication costs are the largest single office expense. These costs are usually unmanaged, increasing and out of control. CommsOffice, from CommSoft, is a telephony management and reporting solution that gives companies the ability to track and control telephone usage throughout their organisation. Groups or agent activity can be measured with live ACD call statistics, helping you to make accurate decisions about requirements for your business.

CommsOffice is a sound business investment for thousands of UK organisations whatever your industry. If you want to track sales teams, support environments or contact centre agents, monitor employee's telephony use, control costs or predict peak business times, CommsOffice does all of these things and more.

CommsOffice is ideal for contact centres but any type of business can use CommsOffice, if you have a telephone system in the building, then you should be monitoring usage.

CommsOffice has a familiar MS Outlook feel with its user friendly interface. There is a vast range of standard and easily customisable reports available. CommsOffice is easy to install, use and maintain.

Telephone system management

- How many non-business related calls are being made from your company every day?
- Is your PABX fed with the optimum number of lines?
- Are these lines linked to the most efficient network carrier for your needs?
- How many customers does your company aggravate, or worse lose, through abandoned calls and unacceptable ring times?
- Does your staff use premium services more than necessary?
- Which department or individual incurs the majority of these costs?
- What time of day are your phones most/least busy?
- How much direct feedback is generated by specific marketing campaigns?

CommsOffice can be used in a wide variety of departments within any organisation.
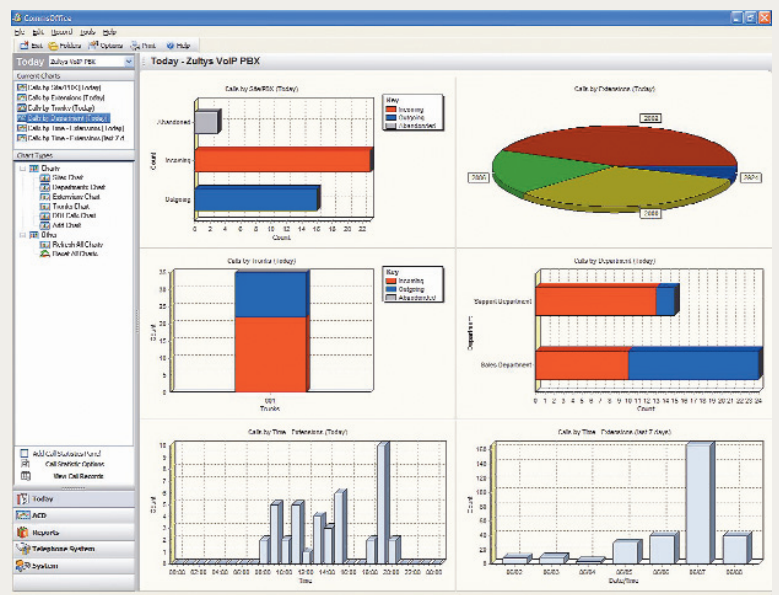
CommsOffice features full call management software, live ACD call statistics and a scrolling 'ticker-tape' agent view for monitoring a group of agents in a call or contact centre.

CommsOffice provides information, to enable managers to obtain a wide range of reports that show telephony usage in their business. The 'Today' screen shows a real-time, at a glance view of telephony usage. Information on live ACD call statistics assists any company that needs to monitor a group of agents in a contact or call centre. The scrolling desktop wallboard feature runs on your screen, no matter what application you are working in, providing fully customisable agent views.

In short, any company or organisation with a telephone system can benefit from using communications management software to monitor costs, productivity and efficiency. CommsOffice is the ultimate communications management system, offering maturity, stability, ease of use and powerful market-leading technology to worldwide business.
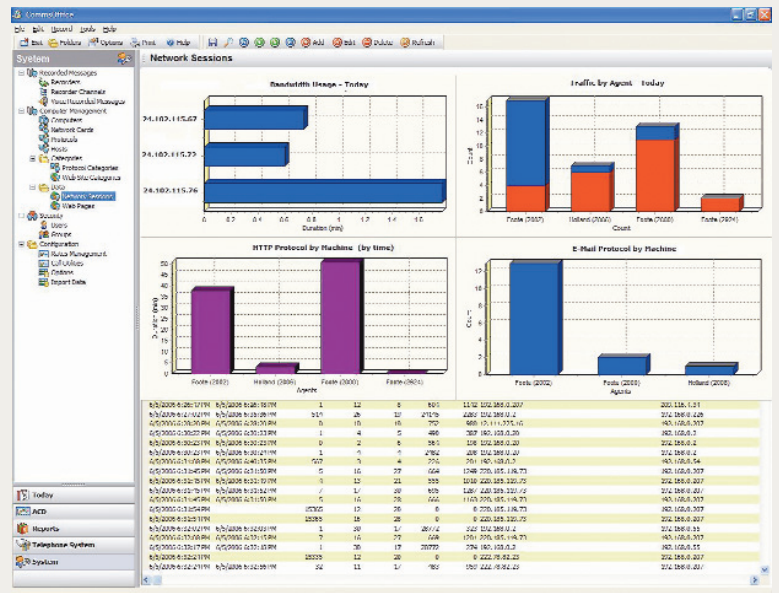
Real-time ACD information

Real-time telephone information

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Features & Benefits of CommsOffice

- Full call management reporting with wide range of reports

- Integrated live ACD Stats

- Ticker-tape scrolling or tile view of live ACD stats

- Ideal for contact centres & any business with a phone system

- Microsoft Outlook appearance – familiar and easy to use

- Integration of voice recording files with call management reporting

- Multi-site capability

- Built-in alarms and fraud prevention to highlight telephone system abuse

- Includes custom build database utilities

- UK based support, design & integration

- Simple on-line software registration

- Easy to install and maintain with reliable stability

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

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For further information on CommSoft products including Voicemaster voice recording solutions, please contact us.

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