

# CommsOffice



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 – 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 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, you can limit costs and optimise 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 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, ShoreTel, Swyx, Toshiba and many others.



The screenshot shows a detailed 'Calls by Extension' report for 'Today, 18/04/07'. The report includes a table with the following columns: Date, Time, Phone Number, Destination, Account, Customer, Duration, Cost, and Calls. The data is filtered for Extension 201.

Date	Time	Phone Number	Destination	Account	Customer	Duration	Cost	Calls
18/04/07	12:27	07917604870	Special (07917)			00:00:00	0.00	Abn
18/04/07	12:27	07917604870	Special (07917)			00:00:00	0.00	Abn
18/04/07	12:27	07917604870	Special (07917)			00:00:00	0.00	Abn
18/04/07	14:00	07917604870	Special (07917)			00:00:00	0.00	Abn
18/04/07	14:00	07917604870	Special (07917)			00:00:00	0.00	Abn
18/04/07	10:00	07942226569	Special (07942)			00:12:41	1.43	Out
18/04/07	10:00	07942226569	Special (07942)			00:12:41	1.43	Out
18/04/07	10:08	07942226569	Special (07942)			00:12:41	1.43	Out
18/04/07	10:08	07942226569	Special (07942)			00:12:41	1.43	Out
18/04/07	10:46	07812564300	Mobile Phones (Orange.net)			00:00:47	0.05	Out
18/04/07	10:46	07812564300	Mobile Phones (Orange.net)			00:00:47	0.05	Out
18/04/07	10:46	07812564300	Mobile Phones (Orange.net)			00:00:47	0.05	Out
18/04/07	10:42	01423877843	Hammgate			00:03:10	0.00	In
18/04/07	10:42	01423877843	Hammgate			00:03:10	0.00	In
18/04/07	10:42	01423877843	Hammgate			00:03:10	0.00	In
18/04/07	11:52	Incoming				00:01:00	0.00	In

## 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

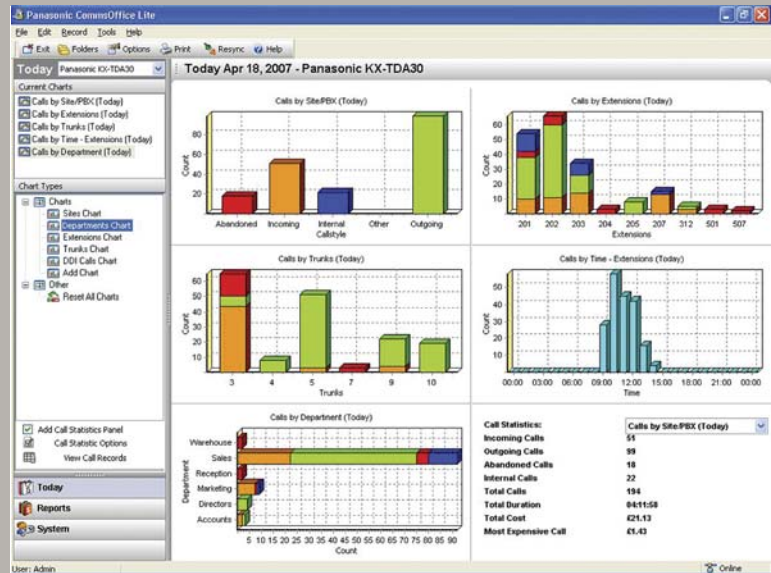
Call ID (if switch enabled)

DDI/DID numbers

Hunt groups supported

Raw call data is zipped each night for economical storage

Emergency services call monitoring and alarm notification



## Network/connectivity:

Call logging runs as a service

Data is captured via RS232, IP or database connection

MS SQL database

Multi-site configuration

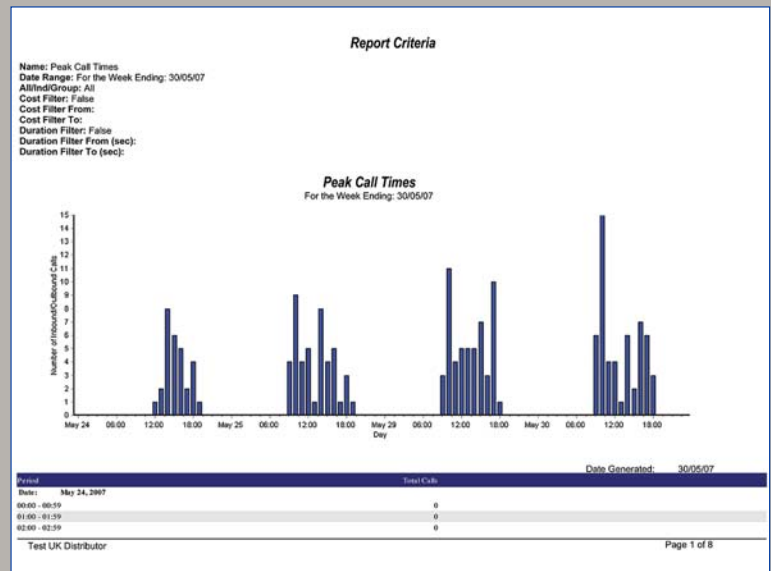
Multi-user with security by user or group level

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 Pro, Enterprise or Voice

**CommsOffice is a modular range designed to grow with your business – CommSoft offer easy upgrade paths to CommsOffice Pro, Enterprise and Voice plus new CTI, PA Operator Console modules available.**

## 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

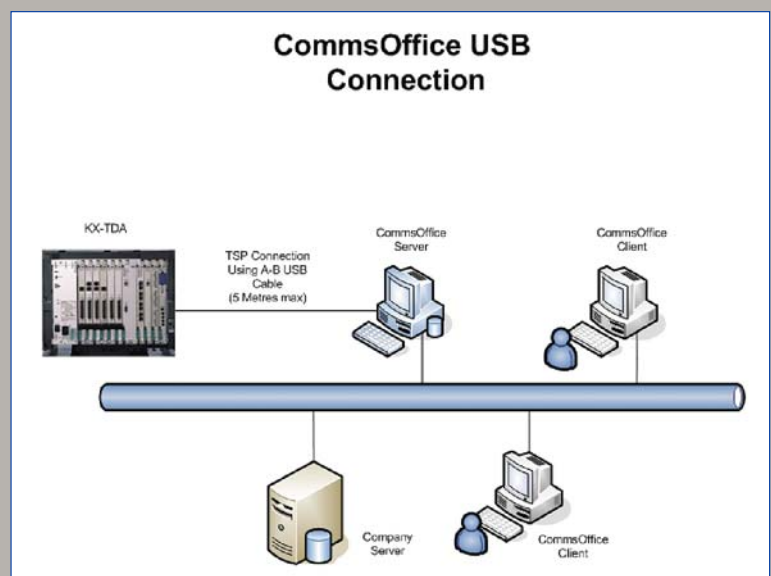
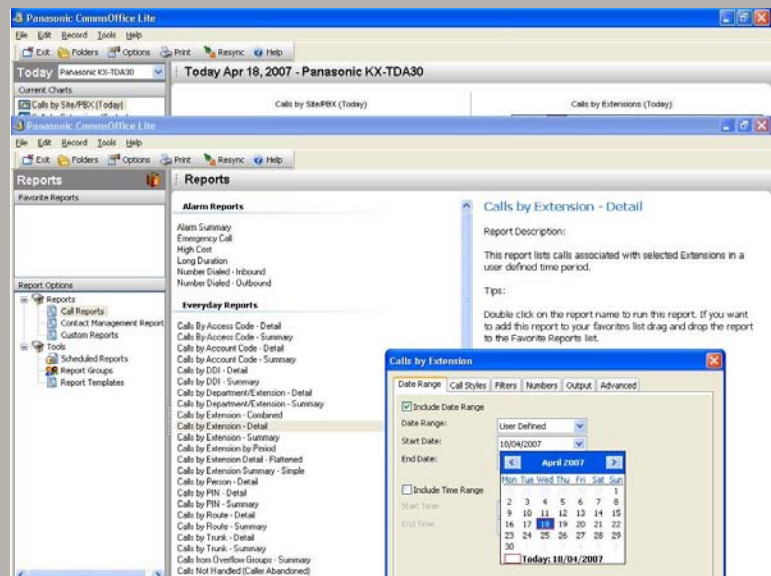
## ....And more

**CommsOffice Pro – all of the features of CommsOffice 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 v7.000 Features	CommsOffice	Professional	Enterprise	Voice
<b>Network/Connectivity:</b>				
Call logging runs as a service	●	●	●	●
Data captured via RS232, IP or Database connection	●	●	●	●
MS SQL Database	●	●	●	●
Multi Site configuration	●	●	●	●
Multi user with security by user or group level	●	●	●	●
Multiple organizations and departments within one site installation	●	●	●	●
Real time call capturing and reporting	●	●	●	●
Split database across multiple machines (large installations)	●	●	●	●
Unlimited Workstation Installations (no additional charge)	●	●	●	●
<b>Some Basics:</b>				
Account codes - forced or simulated (un-forced)	●	●	●	
Add phone numbers associated with account codes for further tracking	●	●	●	
Authorization codes and PIN numbers supported	●	●	●	
Auto discovery of extensions, trunks, pin numbers, acct codes	●	●	●	
Caller ID (if switch enabled)	●	●	●	●
DDI/DID Numbers	●	●	●	●
Hunt groups supported	●	●	●	●
Raw call data is zipped each night for economical storage	●	●	●	●
911/Emergency call monitoring and alarm notification	●	●	●	●
<b>Personal Assistant:</b>				
Contact List displayed by site with type of contact selectable	●	●	●	
Status display of staff/agent by color and icon	●	●	●	
Bubble hint shows on call, CLI, time of call and duration	●	●	●	
User able to change status	●	●	●	
Management option to hide particular staff from the contact list	●	●	●	
Internal chat server with online/offline status	●	●	●	
Central recording of all chat sessions including chat contents	●	●	●	
Transfer files via chat session	●	●	●	
Message system including in-house message center and/or e-mail	●	●	●	
Fast view of staff phone calls, messages and recordings (with VR only)	●	●	●	
<b>CTI Integration (Available in all products – an additional license/module is required):</b>				
Make outbound call from history, keypad or CRM	●	●	●	●
Place call on hold, retrieve and terminate	●	●	●	●
Answer inbound calls with screen pop	●	●	●	●
Answer inbound call with Outlook contacts screen pop	●	●	●	●
Set extension to divert after "N" rings to internal or external number	●	●	●	●
Set extension to DND (Do Not Disturb)	●	●	●	●
Transfer call via announced or blind transfer	●	●	●	●
<b>Voice Recorder:</b>				
Extension or trunk based recording available				●
Recordings can be either birth to death or voice activated				●
Listen in feature – at beginning of call or any other time during recording				●
Recordings can be e-mailed or saved to disk				●
Search for recordings by date, time, duration, channel, extension, notes				●
Search for recordings by person, call style, phone number (whole or partial)				●
Recordings are 128 bit encrypted in one concise file				●
Selectively disable recording on trunks or extensions				●
Block phone numbers (stop viewing records & listening to recordings)				●
Recordings may be flagged as 'at risk'				●

<b>CommsOffice v7.000 Features</b>	<b>CommsOffice</b>	<b>Professional</b>	<b>Enterprise</b>	<b>Voice</b>
<b>Voice Recorder (continued)</b>				
User defined criteria and tests for call grading				●
Application of tests and/or notes to recordings				●
Grade recordings historically or at time of call				●
Real time channel display with CLI, duration and user ID				●
<b>Reporting:</b>				
Ad-hoc report builder			●	●
Canned call reports	●	●	●	●
Canned network reports			●	
Customize and/or edit canned reports and save for future use	●	●	●	●
Report scheduler	●	●	●	●
Report scheduler runs as a service	●	●	●	●
Report to screen, e-mail, file or printer	●	●	●	●
Web reporting	●	●	●	●
<b>Network:</b>				
Alarms customizable by the user	●	●	●	●
Alarm notifications sent via e-mail, user, computer, printer or text message	●	●	●	●
Auto discovery of domain users and computers			●	
Auto updates via internet (with maintenance contract)	●	●	●	●
Call utilities including import, delete, move of call data and recost data	●	●	●	
Error logs sent via e-mail to support department	●	●	●	●
Network monitoring reports available (w/custom install using sniffer)			●	
Rates Management	●	●	●	●
Uplift call cost by extension, trunk, department	●	●	●	●
<b>ACD (Automatic Call Distribution):</b>				
ACD Alarms available (visual and/or audible)		●	●	
ACD Graphs by agent, group or queue		●	●	
ACD Interactive functions (call in progress details)		●	●	
ACD Live statistics		●	●	
Auto Attendant statistics including overflow		●	●	
ACD Wallboards choice of 26 statistics to display		●	●	
ACD List View choice of 26 summary statistics items		●	●	
ACD Logger runs as a Service		●	●	
ACD Reports available		●	●	
ACD Ticker Tape available externally for supervisor monitoring		●	●	
ACD Ticker Tape also available internally		●	●	
ACD Ticker Tape for multiple agents, groups, queues or combination		●	●	
ACD Wallboard view by agent, group and/or queue		●	●	
<b>Billing:</b>				
Billing section with invoice generation (printed or via pdf attachment)			●	
Billing may be based on extension, client, room and/or acct code			●	
Bill customers/clients for phone usage			●	
Bill customers/clients for once-off and recurring charges (great for lawyers)			●	
Bill single client or by bulk billing			●	
Create customized plans and charges for clients			●	
Charges can be debit or credit			●	
Charges can be set to activate or de-activate by date			●	
Create debits, credits and/or account journal entries			●	

# CommsOffice

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

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