

tim Professional

Next-generation
Call Management
with advanced
network extensions

Completely
and securely
web-enabled

See your calls
as they happen

Produce fully
customised
telephone bills

Drill-down
into your whole
organisation's
information

Live wallboard
type statistics

Windows
Explorer-style
screens

Full support for
multiple sites

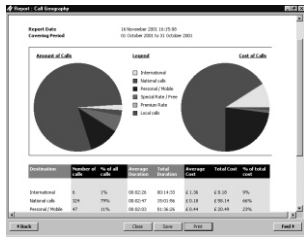
No size limits



TIM Professional is the market-leading call management system - no other software matches it for price and features. It's a Windows-based application that utilises the data output from your telephone system, checks it, costs it and stores it automatically. From this, a whole range of management reports can be produced, and if they don't satisfy you, you can define your own.

Control Costs

TIM gives department managers the information they need to control their own budgets for telephone costs. Just knowing the system is in place can reduce general telephone abuse, allowing significant savings.



Improve Service

TIM identifies when and where your calls are being lost. Lost calls mean lost business, and customer dissatisfaction. TIM also monitors your line usage. Do you have enough lines? Do you have too many? TIM scrutinises your telephone traffic and can readily suggest line optimisation.

Flexible

You can use TIM just the same, both locally using its simple Windows Explorer-style interface, and remotely using any web browser, to produce reports, edit your configuration, or see live wallboard-type statistics.

Fast and accurate

TIM retrieves information in seconds. It works around a lightning-fast and incredibly flexible costing algorithm allowing stats to be produced within seconds of a call being made.

Management Information Reports

TIM produces a number of highly flexible reports. These are available on-demand at the PC running TIM, or through a web browser. They can also be sent to a printer or by e-mail on a regular basis, every hour, day, week or month. Some of the reports are described here.

Billing Reports

Used where you need to produce a telephone bill for a client or group of clients, for example in a business centre, a hospital, hotel or between your company's departments. The flexible HTML reports that TIM produces can be completely customised, to include your company logo, billing contact information - indeed, anything that you can write in HTML.

Organisation Drill Down

A simple, fully-clickable report which starts with a complete summary of all extension groups' activity along with totals. By just clicking on a group you're interested in, the report zooms in to show the same summary information for each individual

extension in that group. Zoom in further by clicking on a particular extension, and the report will show you a detailed log of all activity on that extension. An added bonus of this report is its ability to identify calls on extensions that you mightn't have thought existed!

Trunks Busy

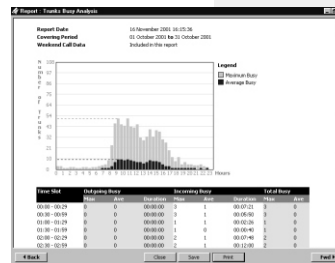
This breaks down each business day into half-hour periods, showing the maximum and average number of telephone lines in use during any particular half-hour. You can choose to exclude weekends, when perhaps not many calls are being made or received, so as not to distort averages. You can also choose to concentrate on only incoming or only outgoing calls.

Call Geography

Includes graphical pie charts and a detailed table with complete information about where you make your calls to: local, national, international, mobile, etc. Each segment is shown as a percentage of the number of calls, and again to show how much of the cost is made up of those types of calls. This quickly enables you to see how just a handful of calls may account for a lion's share of your costs!

Top Calls

Quickly identify your top calls in terms of cost or duration. This is most useful for uncovering abuse or for identifying expensive types of calls, for example calls to Directory Enquiries, mobiles, premium rate numbers etc.



Incoming Call Analysis

Breaks down your working day into half-hour segments and reveals important information about your incoming calls. See calls that are answered and abandoned, how long it takes you to answer them, or how long people are waiting before they give up and abandon the call. These

figures are shown as maximum and averages so you can more effectively plan your staffing requirements throughout each day.

Target Response

Quickly assess how well a group of extensions (or your whole organisation) is answering incoming calls within a pre-determined target. It provides a line by line

summary of each day along with a visual indicator showing the percentage of incoming calls answered within and outside your target.

Custom Report

An extremely flexible report, for those who feel they want more information than is provided by the in-built reports; you can specify exactly what search terms you want to look for including Caller ID, and LCR calls.

Frequently-Asked Questions

How fast is TIM?

TIM is used by multi-national corporate companies and NHS hospitals, who generally process thousands of calls per hour. In these situations, the software easily handles the flow of incoming data, whilst churning out reports over the web, or locally, in seconds.

How many call records can TIM store?

For a medium-sized organisation, the software can comfortably store call records over a year old in its live database. Of course, at any time you can archive data out of the live database and into storage, to be imported and inspected years later.

How many lines and extensions can TIM support?

TIM works just the same on a 10-extension system as it does on a 10,000-extension system! No upgrade is required if you install more extensions, so you needn't worry about expansion costs when you grow. This naturally applies to number of telephone lines too.

How quickly can I get information on calls that have just happened?

As soon as a call has finished, within seconds it will have been properly processed and safely stored by TIM in its database, allowing immediate access from the reports. Furthermore, any calls meeting user-defined criteria can be set to start an audible alarm, or their details sent by e-mail instantly.

I have several sites, each with their own telephone system. How can I access this information in one place?

TIM is built around a multi-site database - it wasn't an after-thought. So, whether you have a single PABX or hundreds, all your reports can focus on any of your sites - or all of them! Sites can be connected to the TIM server directly by serial cable, or over a TCP/IP network using the integrated NetPBX tool.

How safe is TIM's internal web server?

You can setup users to access only information from their own group, or allow full access to designated 'super users'. The interface is first protected using basic authentication at the web browser, but backed up by a powerful IP-security restriction. Couple this with a firewall if you're still worried, and you can be sure that no-one will be able to see your valuable call information.

Can TIM tell me if I have enough lines?

Yes. The Trunks Busy report shows how busy your system gets throughout each day. TIM also advises how long it takes to answer calls, through its Incoming Call Analysis Report. These help in making decisions about cutting off redundant lines, or getting new ones installed to stop callers getting busy tone.

See more @ www.timdemo.com

