

CommsOffice Express



Innovative call management software



Innovative call management software

After salaries, overall communication costs are the largest single office expense. These costs are usually unmanaged, increasing and out of control.

CommsOffice Express™, from CommSoft RMS, is a telephony management and reporting solution that gives companies the ability to track and control telephone usage throughout their organisation. Extensions, trunks, groups of extensions and departments can be monitored and reported on, helping you to make accurate decisions about requirements for your business.

The problem

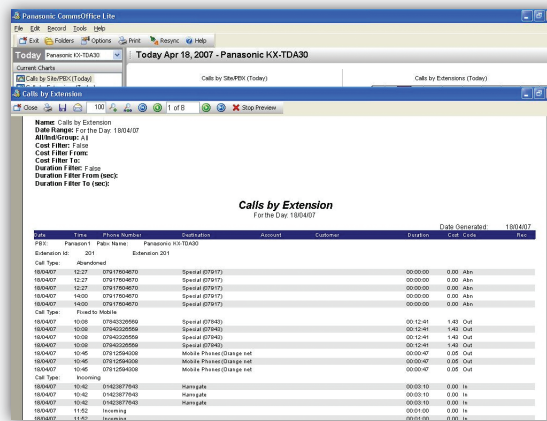
You want to monitor the performance of your telephone system, analyse trends, call costs, staffing levels and productivity.

The solution

CommsOffice – an innovative call management solution which gives you a wide range of reports and a ‘Today’ screen view of telephony activity in your organisation. **CommsOffice Express™** gives you the power to take complete control of your call performance 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 Express™**, you can limit costs and optimise the performance of your telephone system by:

- Analysing the most expensive calls
- Monitoring levels of incoming I 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



Date	Time	Phone Number	Destination	Account	Duration	Date Reported
18/04/07	12:27	07917980870	Special (07917)		00:00:00	0.00 Abn
18/04/07	12:27	07917980870	Special (07917)		00:00:00	0.00 Abn
18/04/07	14:00	07917980870	Special (07917)		00:00:00	0.00 Abn
18/04/07	14:00	07917980870	Special (07917)		00:00:00	0.00 Abn
18/04/07	10:06	07940209969	Special (07940)		00:12:41	1.40 Out
18/04/07	10:06	07940209969	Special (07940)		00:12:41	1.40 Out
18/04/07	10:06	07940209969	Special (07940)		00:12:41	1.40 Out
18/04/07	10:46	07912594308	Mobile Prepaid Charge net		00:12:41	1.40 Out
18/04/07	10:46	07912594308	Mobile Prepaid Charge net		00:00:47	0.05 Out
18/04/07	10:46	07912594308	Mobile Prepaid Charge net		00:00:47	0.05 Out
18/04/07	10:42	0942897940	Manxgate		00:00:10	0.00 In
18/04/07	10:42	0942897940	Manxgate		00:00:10	0.00 In
18/04/07	11:42	Incoming	Manxgate		00:00:10	0.00 In
18/04/07	11:42	Incoming	Manxgate		00:00:10	0.00 In

Calls by Extension Detail Report



Today Charts and Statistics

CommsOffice Express™

CommsOffice Express™ 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

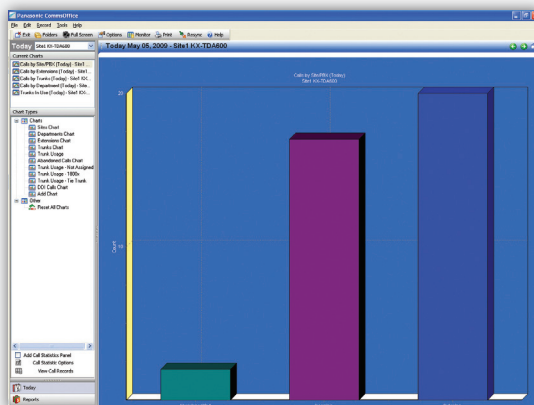
- Compatible with all makes and models of Panasonic telephone systems.

Some basics:

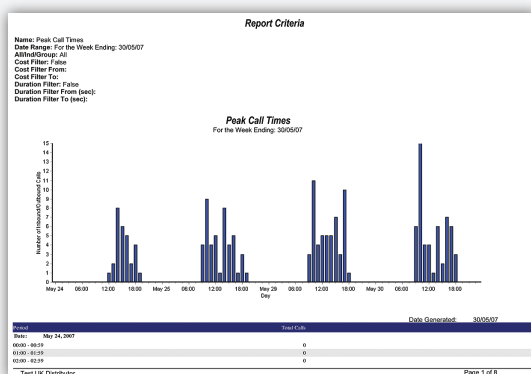
- Account codes
- Add phone numbers associated with account codes for further tracking
- Authorisation codes and PIN numbers supported
- Auto discovery of extensions, trunks, PIN numbers, account codes
- Call ID (if switch enabled)
- DDI/DID numbers
- Hunt groups supported
- Raw call data is zipped each 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



Today Site Chart Zoom View



Peak Call Times Report



Today Screen with Pie Chart

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 notification sent via e-mail, user, computer, or printer
- 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.

CommsOffice Pro™ features include:

- 1 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**

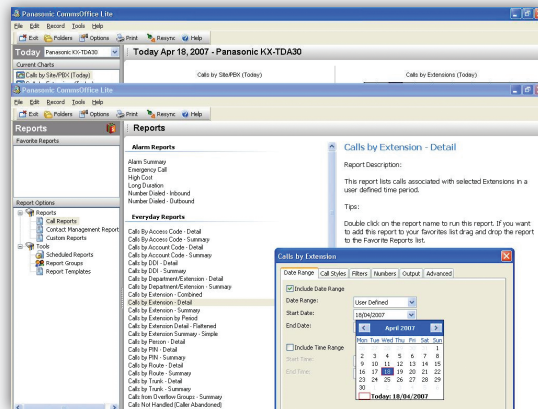
CommsOffice Enterprise™ – all of the features of **CommsOffice Express™** but with additional data monitoring features:

- 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.

*available with CommsOffice Enterprise and CommsOffice Professional.



Simple Report Configuration



ACD Monitor Wallboard Screen*

Minimum System Requirements

- Windows 2000
- Pentium IV
- 2GB free on hard drive
- 1GB RAM
- USB and CD ROM
- Internet connection for product updates and maintenance
- RS232 serial port & cable connected between your PBX and the computer that will be logging calls (if the PBX is not IP addressable)
- Computers will require NIC (Network Interface Cards) if the products are to be used over a network

CommsOffice™ v7.000 Features	Express™	Professional™	Enterprise™	Voice™
Network/Connectivity:				
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)	•	•	•	•
Some Basics:				
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	•	•	•	•
Personal Assistant:				
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)	•	•	•	
CTI Integration (Available in all products – an additional license/module is required):				
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	•	•	•	•
Voice Recorder:				
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'				•

CommsOffice Express™

CommsOffice™ v7.000 Features	Express™	Professional™	Enterprise™	Voice™
Voice Recorder (continued)				
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				•
Reporting:				
Ad-hoc report builder			•	•
Canned (pre-defined) call reports	•	•	•	•
Canned (pre-defined) network reports			•	
Customise and/or edit canned (pre-defined) reports and save for future use	•	•	•	•
Report scheduler	•	•	•	•
Report scheduler runs as a service	•	•	•	•
Report to screen, e-mail, file or printer	•	•	•	•
Web reporting	•	•	•	
Network:				
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	•	•	•	•
ACD (Automatic Call Distribution):				
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		•	•	
Billing:				
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			•	

Speak with us about the
CommSoft RMS products range:



CommsOffice Express™



CommsOffice Professional™



CommsOffice Enterprise™



CommsOffice Voice™



CommsOffice Console™



CommsOffice CTI™

USA & Canada

CommSoft RMS LLC
www.commsoft-rms.com

Tel: +1 919 753 1230

5600 Maggie Run Lane,
Fuquay Varina
NC 27526, USA

**Australia, New Zealand &
Asia Pacific**

CommSoft RMS LLC
www.commsoftrms.com

Tel: +61 (7) 5495 8846

PO Box 1256
Caboolture, QLD 4510, AUS

UK, Europe & Middle East

CommSoft Software Solutions
www.commsoftrms.com

Tel: +44 (0) 1344 866920

Tel: 08445 42 42 44

The Turret Office, South Hill Park,
Ringmead, Bracknell, Berkshire RG12 7PA

