CommsOffice **Professional**

Live telephony statistics
for informed decisions

CommSoft RMS

CommSoft RMS

CommsOffice Professional™

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 Pro™, from CommSoft RMS, 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.

Features and benefits of CommsOffice Pro™:

- 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 & US based support, design & integration

- Simple on-line software registration

- Easy to install and maintain with reliable stability

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CommsOffice Pro™ is a sound business investment for virtually any organisation, 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 Pro™** does all of these things and more.

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

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

CommsOffice Pro™ can be used in a wide variety of departments within any organisation. **CommsOffice Pro™** 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 Pro™ 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 or multiple groups 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.
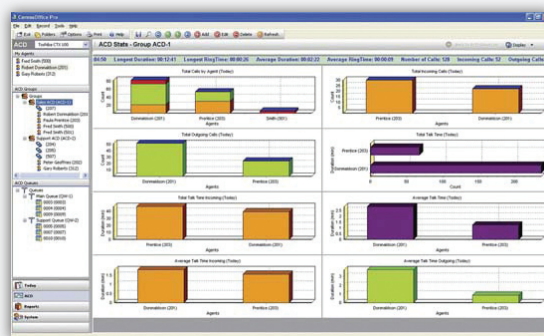
In short, any company or organisation with a telephone system can benefit from using communications management software to monitor costs, productivity and efficiency. **CommsOffice Pro™** is the ultimate communications management system, offering maturity, stability, ease of use and powerful market-leading technology to worldwide business.

ACD Wallboard Tiles

ACD List View

ACD Graphs

Telephone System Management:

The questions that make a difference to your business:

- 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?

- Do your staff use premium services more than necessary?

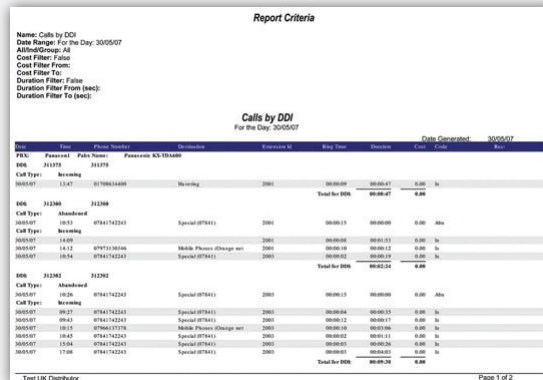- Which department or individual incurs the majority of these costs?

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Live Call Statistics

CommsOffice Pro™ brings you live call statistics using real-time event data from your telephone system to deliver real-time information on groups of agents and their performance. View live calls in progress, agent status, duration of calls, average ring times, agent logged in or out, auto attendant statistics including overflow and much more.

The 'ticker tape' view scrolls across the screen no matter what application you are in: choose from a range of statistics and customize the scrolling speed and font to personalise your view. You can display agent statistics on client PCs or on a plasma screen in 'presentation mode' and hide the menu tree to show just wallboard tiles or a list view or a chart view of agent statistics.

See at a glance whether agents are on in bound or outbound calls, in wrap up, logged in or logged out. Wallboard tiles can have 'threshold alarms' for items like abandoned calls or if pre set levels are exceeded. Report on agent performance at group and individual performance levels from the comprehensive selection of ACD reports.

CommsOffice Pro™ comes with unlimited client licences so you can run the application on as many client PCs within your organisation as you like at no extra cost. **CommsOffice Pro™** is easy to scale and grow if your contact centre expands. **CommsOffice Pro™** can be run as a multi site by adding remote site licences to any head office site.
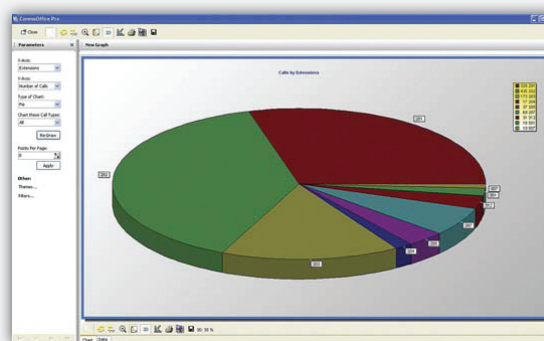

Calls by DDI Report

Calls by Department Pie Chart

ACD Monitor Wallboard Screen

Features:

- ACD alarms – visual and 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 with choice of statistics to display

- 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

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

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CommsOffice™ v7.000 Features	CommsOffice™	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'				●

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CommsOffice™ v7.000 Features	CommsOffice™	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			•	
Customize 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™
CommsOffice Professional™
CommsOffice Enterprise™
CommsOffice Voice™
CommsOffice Console™
CommsOffice CTI™

CommSoft RMS