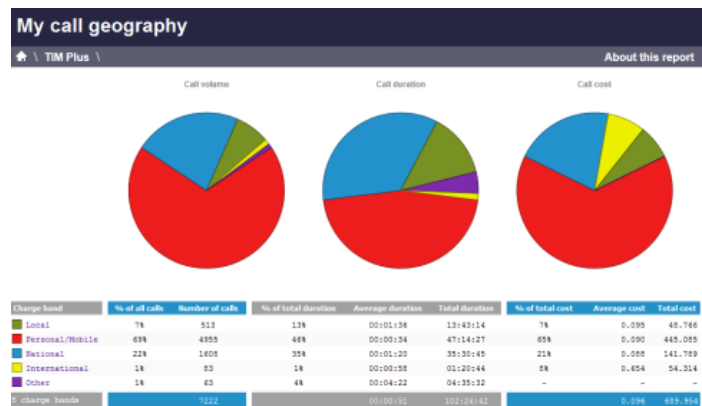


BtL – Call Logging

Overview

Acquire a detailed understanding of your voice system with a BtL Call logging solution. A company's telephone system is one of the most important investments an organisation can make so it's crucial to always make sure it is performing how you need it to. A BtL call logging solution can provide you with a tailored and efficient solution with detailed reporting and powerful alerting capabilities to ensure that you are always getting the most out of your system.



Our solution does this by integrating with over 100 PBX and IP PBX systems and processing, in real time, call data from those systems. It represents the data in reports, dashboards and wallboards designed for company executives and telecom managers.

The key business issues that BtL Call logging addresses are:

- Identification of cost savings
- Real-time usage monitoring and exception alerting
- Capacity planning and trend reporting
- Productivity improvement Fraud tracking

Secure user access to the real-time browser based dashboard provides instant access to key telecoms data either globally or at targeted sites, with instant drill-down into detailed cost and usage analysis. The application is highly flexible with easy customisation to address individual business needs. Access policies can be used to restrict users and groups to specific tasks and reports.

Key Business Drivers

Save Communication Costs

- Compare different carriers and choose the most cost effective provider.
- Identify excessive personal telephone calls.
- Optimise least cost routing across the network.
- Identify high cost calls in real-time and spot fraudulent activity.
- Evaluate the cost benefits of deploying new telephony technology.

Increase Employee Productivity

- Highlight busy times when resources need reallocation.
- Identify needless long duration calls.
- Monitor both fixed line and mobile calls.

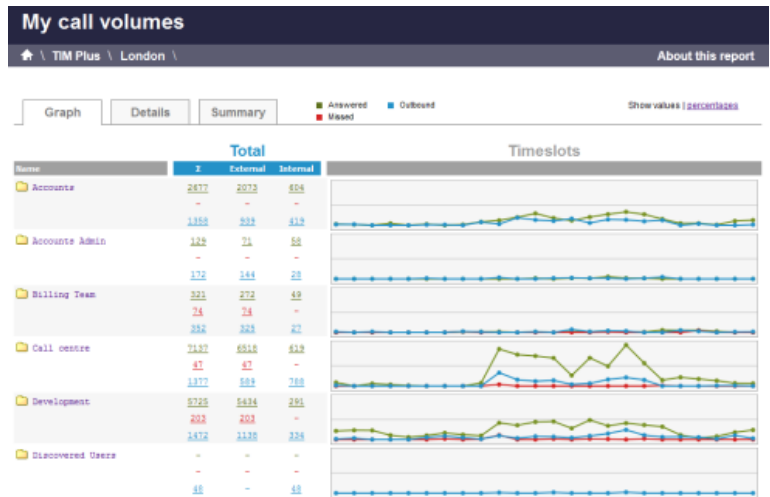
BTL – Call Logging

Improve Customer Service

- Set targets for key performance indicators, like time to answer and length of call, and track them on the Proteus wall board.
- Track incoming, outgoing and missed calls.
- Produce trend reports that highlight the need to increase capacity.

Return on Investment

- Businesses deploying call management software typically reduce monthly telecoms spend by 10%-15% (Gartner).
- Return on Investment typically under four months.
- Reduce call and line rental costs.
- Understand business trends and staff allocation.
- Ensure staff are meeting key performance indicators (KPI's)
- Protect against misuse and fraud.



Application Benefits and Features

Interface

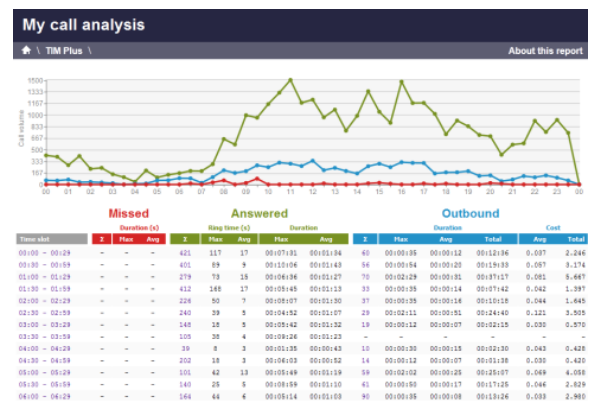
- Sophisticated browser-based interface incorporating dashboard with drill-down reporting.
- Fully customisable dashboard options.

Reporting

- Real-time summary and detailed reporting including departmental, person, line and cost centre reports.
- Powerful custom report builder allowing customers to create reports to their own specification.
- Trend and KPI reporting
- Personal call tagging
- Carrier bill cost allocation
- Large choice of report export options including MS Excel, MS Word, RTF and PDF
- Scheduled reporting allows reports to be emailed periodically to, maximising convenience.

Costing

- Real-time costing engine with billing reports supporting multiple currencies.
- Carrier comparison tool to ensure optimal telecoms spend.
- Cost allocation and charge back to cost centres.



BtL – Call Logging

Alerting

- User defined alerts that target specific types of calls, such as premium rate numbers, calls over a specific duration or cost, response times and no calls over specified period.
- Proactive alerts warning of service disruption or failure
- Notifications of unusual activity trends.

Scalability

- Highly scalable supporting multi-national, multi-site deployments, Proven in the field to over 1,000 sites and 250,000 extensions per system.

Security

- Highly granular access policies, defined and limited by the system administrator, allowing secure access from any point, unlimited secure users.

Platform

- Windows Server, SQL database, IIS web server.

Interoperability

- Compatible with all traditional PBXs and VoIP telephony systems.
- Sophisticated LDAP and flat-file compliant import and export tools.
- Scheduled archive of call data for offline storage.

Other features available:

Mobile Reporting

- Provides enterprises with detailed analysis of the cost and usage patterns of their mobile handsets and 3G Devices.

Scheduled handset use

- Administrators can define a schedule for activating handsets and deactivating handsets, based on hours of the day and days of the week. The policy is applied per PBX, with individual extension level management allowing extensions to be included or excluded from the PBX policy
- It is advisable to exclude some handsets so that emergency calls can be made if needed.

Fraud Protection Extension Disable Triggers

- Our fraud protection offers real time monitoring, alerting and wall boards that provide instant notification of important events occurring on your PBX.
- Have the ability to disable extensions based upon a range of predefined triggers. E.g. setting daily or monthly cost allowances on extensions, which are disabled if they exceed the limit.