

# MyCalls

Pre-Sales Support

SL1000

Release x

Doc. Version 1.00

# The SL1000

Smart Communication for Small Businesses



[www.nec-unified.com](http://www.nec-unified.com)



# Agenda



- What is MyCalls?
- Modules
- Licenses
- Easy Installation
- Demonstrator

*“Claim back business from competitors on a daily basis”*

# What is MyCalls?

MyCalls is a complete call management solution,

- MyCalls provides detailed call activity, allowing you to respond to changing conditions in your business more quickly
- MyCalls gives clear information about all CostCentre in you organization, so you will be able to optimize your financial Efficiency.

Your workforce is your most important asset, and now you can manage your whole team from your PC desktop.



## MyCalls – main functions

- Call logging
- costing (billing)
- Reporting
- Statistics
- Alarming

### MyCalls Basic

- Real Time Statistics (based on SMDR)
- Basic Reporting
- Call costing
- Max 1 User login

### MyCalls Call Manager

- All the features of MyCalls, plus:
  - Call Notes
  - Unreturned Calls
  - Auto Reporting
  - Sequenced Windows
  - Dynamic screen content (ie web)
  - Alarms
  - Enhanced Reporting and Statistics



### Call Manager Options

- Additional users
- Additional sites

The user or administrator can define the screen Layout without restriction

The screenshot displays the SL MyCalls software interface. The top menu bar includes Layout, Configure, View, Reports, System, User, Format, and Help. Below the menu is a toolbar with various icons. The main area is divided into three large colored boxes: a green box for 'Incoming Calls' with the number 3, a blue box for 'Outgoing Calls' with the number 12, and a red box for 'Abandoned Calls' with the number 1. Below these boxes are two smaller tables: 'Extension Statistics' and 'DID Statistics'. The 'Extension Statistics' table shows data for PBX, Extension, Name, Ans, Abd, Out, and Int. The 'DID Statistics' table shows data for PBX, DID, Name, Ans, and Abd. At the bottom, there is a 'Period' dropdown set to 'Today', a 'From' and 'To' time range, and a 'Max Calls' dropdown set to 50. Below this is a 'Call Types' section with checkboxes for Inc, Out, and Abd. The bottom section is a large table with columns for Date/Time, From Device, To Device, Number, User, Location, Abbr, Costing Cla., Duration, Ring Time, and Call Cost. The table contains several rows of call data. At the very bottom, there is a 'Calls' and 'Audit Log' button, and a license information bar.

PBX	Extension	Name	Ans	Abd	Out	Int
Head Office	200	John	2	1	0	0
Head Office	204	Mary-Ann	0	0	4	0

PBX	DID	Name	Ans	Abd
Head Office	100	DDI 100	1	0
Head Office	101	DDI 101	0	0
Head Office	102	DDI 102	0	0
Head Office	103	DDI 103	0	0


Date/Time	From Device	To Device	Number	User	Location	Abbr	Costing Cla.	Duration	Ring Time	Call Cost
26-5-2011 22:38	001 (Line 001)	200 (John)	000000204	None		Inc	Incoming	00:00:01	00:00:01	€ 0,00
26-5-2011 23:15	204 (Mary-Ann)	001 (Line 001)	0000100	None		Out	International	00:00:04	00:00:00	€ 0,00
26-5-2011 23:09	204 (Mary-Ann)	001 (Line 001)	0000100	None		Out Abd	International	00:00:00	00:00:00	€ 0,00
26-5-2011 23:08	204 (Mary-Ann)	001 (Line 001)	000011	None		Out Abd	International	00:00:00	00:00:00	€ 0,00

Licensed to User: | Company: | Expires on: 25/05/2012 | Logged in User: None

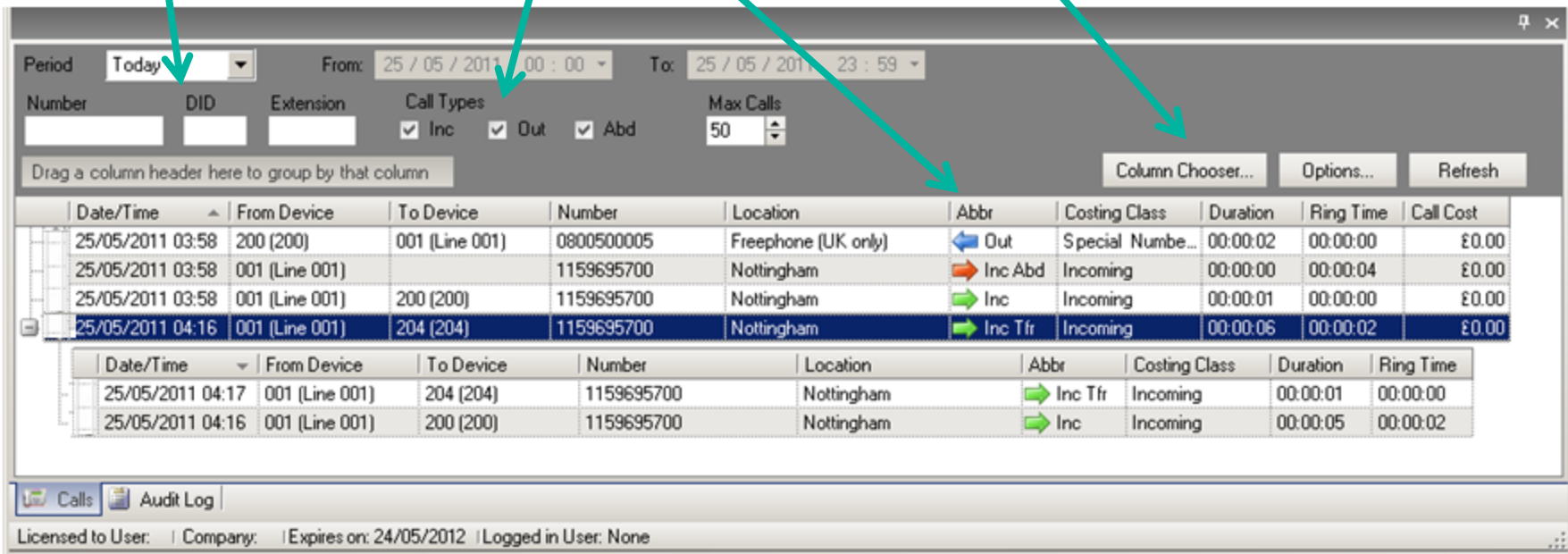
## Call Types

- Inc – Incoming Answered Call
- Inc Tfr – Incoming Transferred call
- Out – Outgoing Call
- Out Abd – Outgoing Abandoned
- Inc Abd – Incoming Abandoned

## Quick Search to filter calls

Click the  icon to keep the call records open. Do not click the x to close the view down, click the pin icon again. Click the view / call records menu or calls tab to bring back into view

## Column Chooser



Period: Today From: 25 / 05 / 2011 00 : 00 To: 25 / 05 / 2011 23 : 59

Number: DID: Extension: Call Types: ☒ Inc ☒ Out ☒ Abd Max Calls: 50

Drag a column header here to group by that column

Column Chooser... Options... Refresh

Date/Time	From Device	To Device	Number	Location	Abbr	Costing Class	Duration	Ring Time	Call Cost
25/05/2011 03:58	200 (200)	001 (Line 001)	0800500005	Freephone (UK only)	Out	Special Numbe...	00:00:02	00:00:00	£0.00
25/05/2011 03:58	001 (Line 001)		1159695700	Nottingham	Inc Abd	Incoming	00:00:00	00:00:04	£0.00
25/05/2011 03:58	001 (Line 001)	200 (200)	1159695700	Nottingham	Inc	Incoming	00:00:01	00:00:00	£0.00
25/05/2011 04:16	001 (Line 001)	204 (204)	1159695700	Nottingham	Inc Tfr	Incoming	00:00:06	00:00:02	£0.00
25/05/2011 04:17	001 (Line 001)	204 (204)	1159695700	Nottingham	Inc Tfr	Incoming	00:00:01	00:00:00	
25/05/2011 04:16	001 (Line 001)	200 (200)	1159695700	Nottingham	Inc	Incoming	00:00:05	00:00:02	

Calls Audit Log

Licensed to User: Company: Expires on: 24/05/2012 Logged in User: None



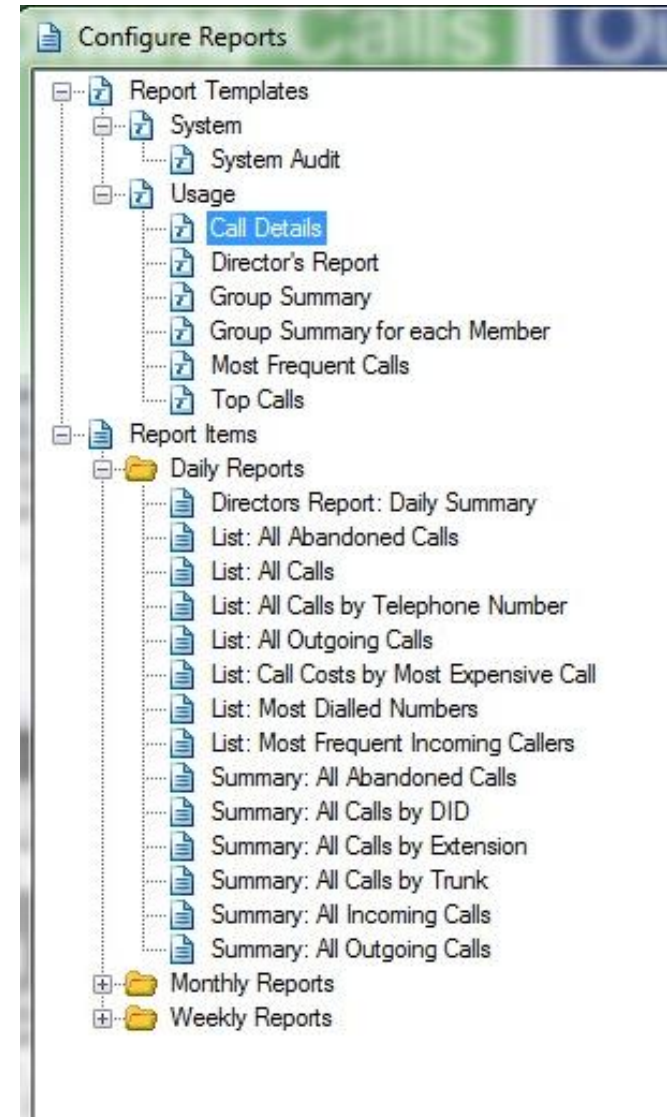
- Standard Set of Predefined report that can be viewed on the screen or Printed

- Extensive List of Filters can be added

- Customise your Report

- Make your Own Report Template

- Directors Report



## Call Details

### List: All Calls

Created On 25/05/2011 18:41:56

Covering Period 25/05/2011 00:00:00 to 25/05/2011 23:59:59

Report Filtered To:

Only include call types: Incoming or Incoming Abandoned or Incoming Transferred or Outgoing or Outgoing Abandoned or Outgoing Transferred or Outgoing Line to Line.

Include all matching items in the report. Report grouped by: Extension. Report ordered by: Time of Call

Transferred calls are being reported as a multiple calls.

Time Of Call	User	Call Type	Total Duration	Tfr	Caller Name	Dialled Number	Location	Ring Time	Call Cost	Handling Cost	Total Cost
25/05/2011 03:58:54	None	Inc Abd	00:00:00			1159695700	Nottingham	00:00:04	0.00	0.00	0.00
<b>Totals</b>	<b>1 Calls</b>								<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

200

25/05/2011 03:58:14	None	Out	00:00:02								
25/05/2011 03:58:58	None	Inc	00:00:01								
25/05/2011 04:16:17	None	Inc	00:00:05								
<b>Totals</b>	<b>3 Calls</b>										

204

25/05/2011 04:17:19	None	Inc Tfr	00:00:01								
<b>Totals</b>	<b>1 Calls</b>										
<b>Totals</b>	<b>5 Calls</b>										

## Group Summary

### Summary: All Incoming Calls

Created On 25/05/2011 18:43:27

Covering Period 25/05/2011 00:00:00 to 25/05/2011 23:59:59

Report Filtered To:

Only include call types: Incoming or Incoming Conference or Incoming Transferred or Incoming Pickup or Incoming Divert or Incoming Overflow or Incoming Internal or Incoming Internal Abandoned or Incoming Internal Overflow

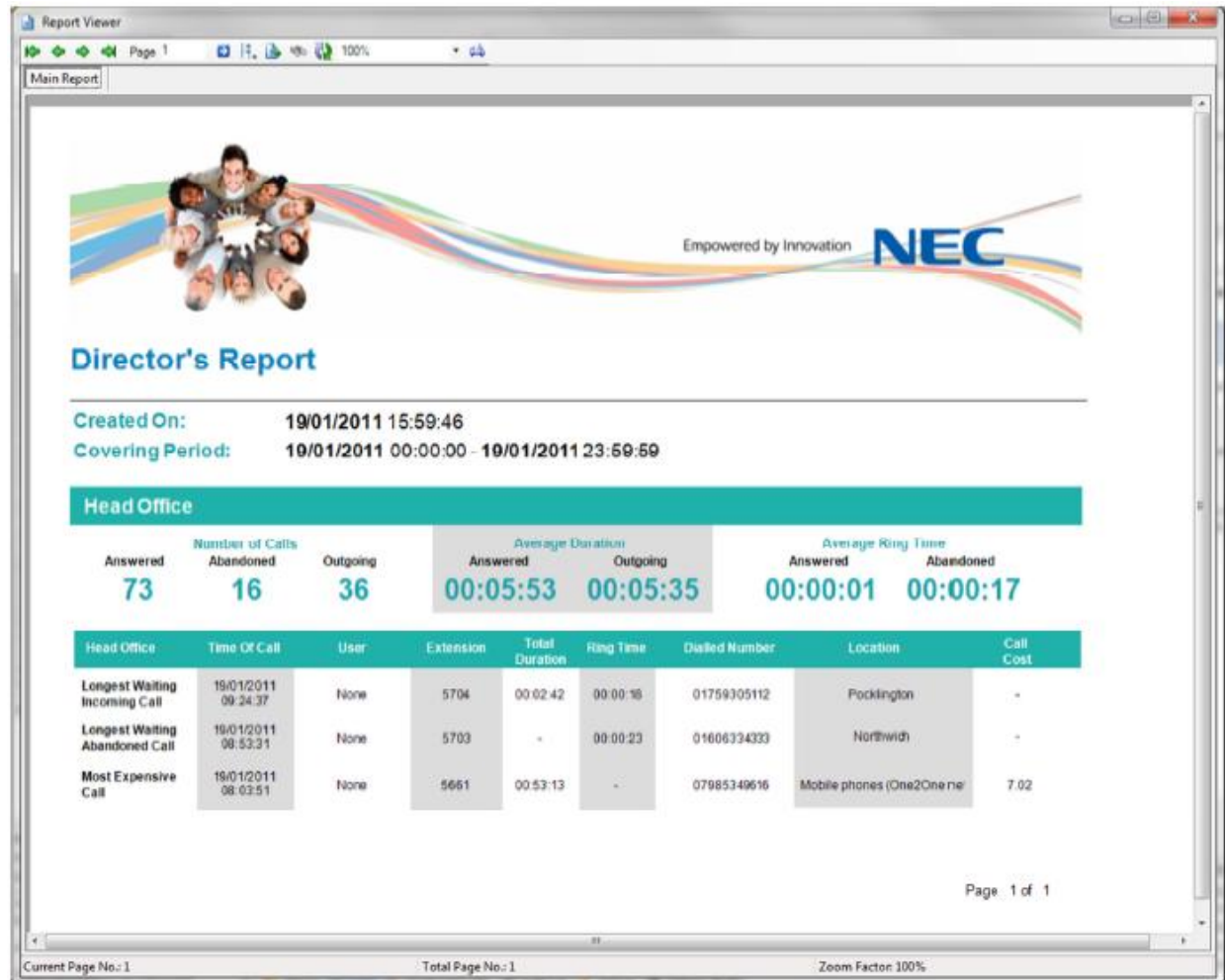
Show summaries for the device type: Trunk

Transferred calls are being reported as a single call.

Group	Number of Calls				Average Duration		Average Ring Time		Num. Long Waits		Short Calls	Cost		
	Ans.	Abd.	Out.	Tfr	Ans.	Out.	Ans.	Abd.				Call	Taxes	Fixed
Head Office														
All Trunks	2	0	0	1	00:00:03	00:00:00	00:00:01	00:00:00	0	0	0	0.00	0.00	0.00



The Directors Report gives an overview of key statistics.



**Actual cost** = call cost + fixed costs + handling costs + taxes:

Choose your own costing items in custom reports

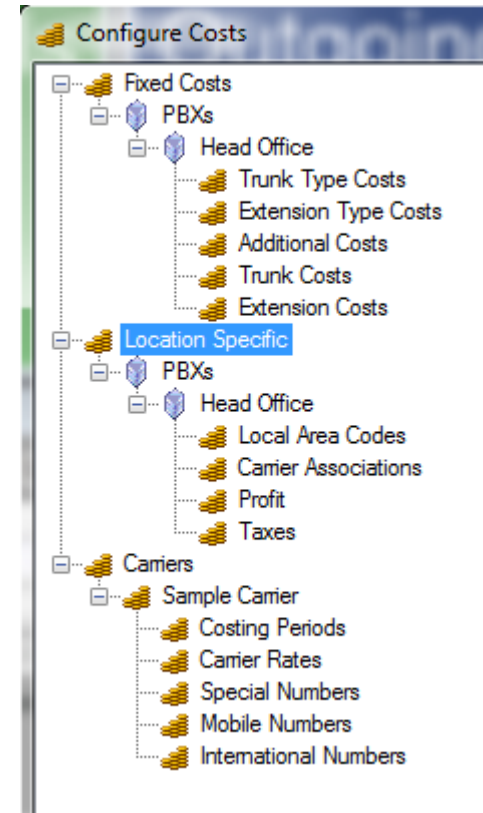
Apply Profit Margins to User or Guest calls  
by adding a mark up to all calls of a particular type  
(e.g. In hotels)

Specify Tax

Import and Export Rates from files

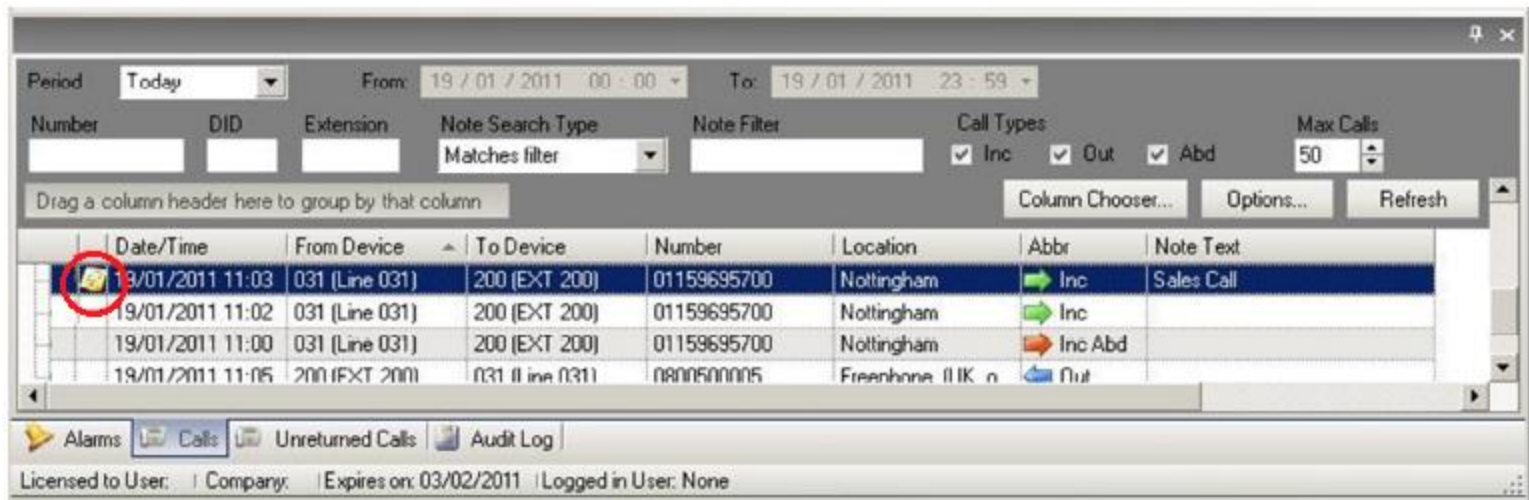
User different Carrier Rates

Reduce costs by using Carrier Pre Select and  
Least Cost Routing (LCR digits in outgoing digit stream)



### Call Manager Features

- All the features of MyCalls +
- Call Notes
  - add a note to a call record
  - Filter on records with a notes



### Unreturned Calls

- Report Abandoned Calls that are not Called Back yet.
- Your service level can be improved substantially by giving follow up to every Abandoned Call. This reports remembers you to do so.

### Auto Reporting

- schedule reports to be printed automatically

### Email Reports

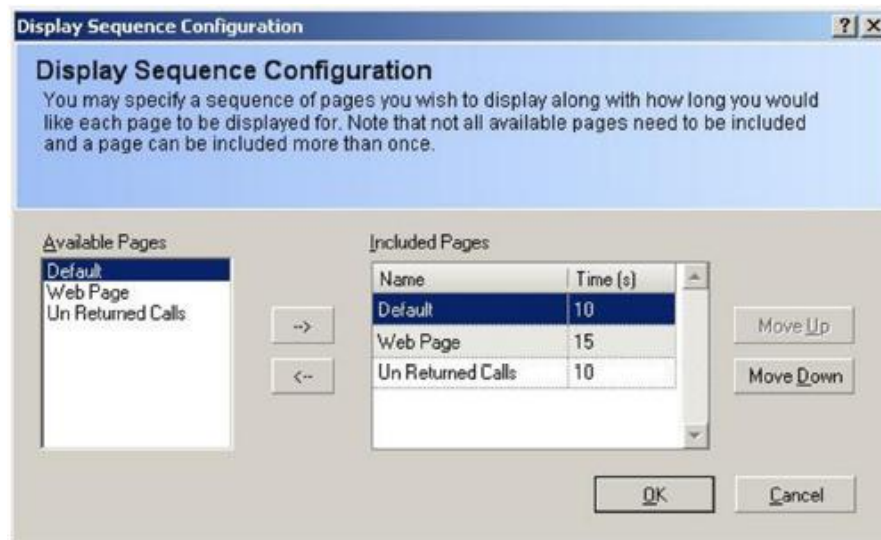
- Email reports.
- Together with “Auto Reporting” this feature could be used to automatically provide important reports to the members of a weekly meeting



### Sequenced Windows

Multiple screen layout pages can be displayed in a timed sequence.

- allow you to show a particular set of real time information for a period of time and then show different set of screens.
- It is possible to have an order, with items repeated as you wish, for any varying times



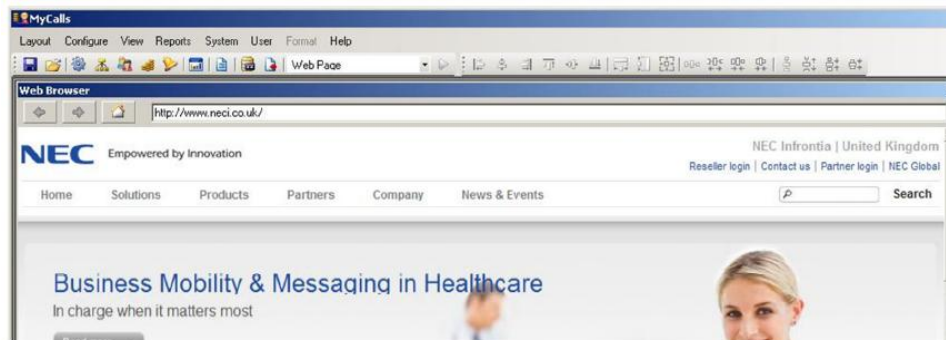
- Example of first screen,
  - Changes automatically to next screen

### Dynamic screen content

Show info from a Web Browser or from Ext. Data sources

### Web Brower in real time window.

- Web browser (IE8) windows can display a web address



External data source can display information from a SQL db or XML file.





- Alarms

- Enhanced Reporting and Statistics

In addition to the reach feature set of the Call Manager, next options can be installed:

- Options (licensed)

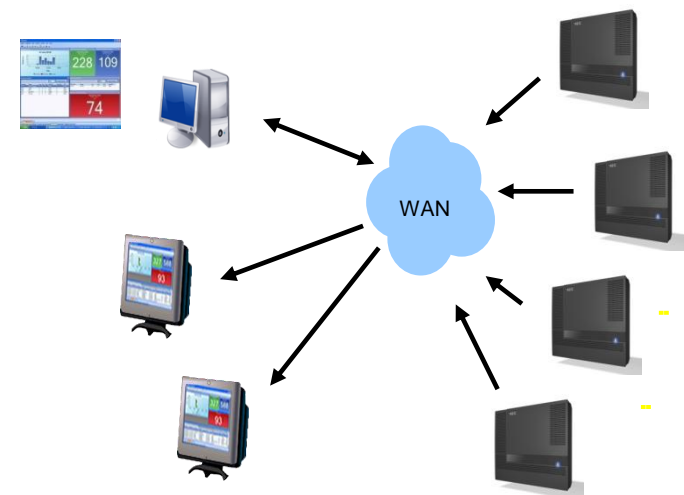
- Additional users  
Add users and give them a dedicated role with corresponding rights.
- MyCalls Enterprise  
Add sites and use MyCalls for Multi site operation

## MyCalls Enterprise

### Functionality:

#### MyCalls Call Manager plus:

- Multi site capabilities
- Scalable up to >100 SL1000's
- Presents real time info / reports for entire organization and individual sites



# Licenses

My Calls Basic can be used Free Of Charge for 1year.

After 1 year the customer decides:

- To buy a never expiring MyCalls Basic license
  - MyCalls SL – Basic (EU300010)

Or

- To buy MyCalls Call Manager
  - MyCalls SL - Call Manager (EU300011)

Optional additional users can be added to the Call Manager

- Add MyCalls Call Man.Conc.User (EU300012)

And additional “n” sites if needed

- MyCalls Call Man. Enterpr. Upgr (1x EU300013)
- MyCalls Man. for Add Site (Enterpr) (nx EU300014)
  - NB. All licenses are loaded in Central Node

# Licenses (continued)

When upgrading an installation, following licenses can be relevant:

## MyCalls Basic

- Upgrade to the next versions
  - MyCalls Basic Single Upgrade (EU300027 )
- Skip versions and upgrade to the latest release
  - MyCalls Basic Any Upgrade (EU300028 )
- upgrade MyCalls Basic to Call Manager
  - MyCalls Basic Upgr to Call Man (EU300015 )

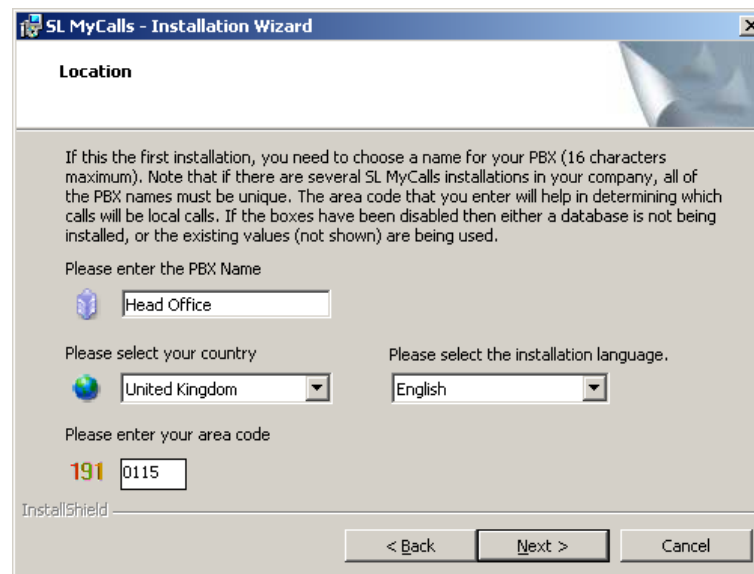
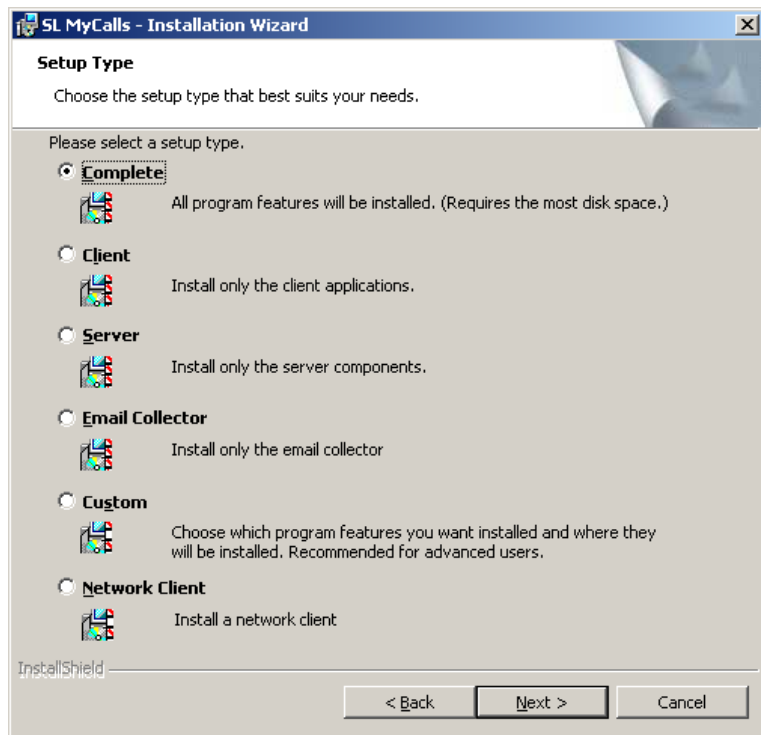
## MyCalls Call Manager

- Upgrade to the next versions
  - MyCalls SL-Call M'gr Single Upgr (EU300029 )
- Skip versions and upgrade to the latest release
  - MyCalls SL - Call M'gr Any Upgr (EU300030 )

# Easy Installation

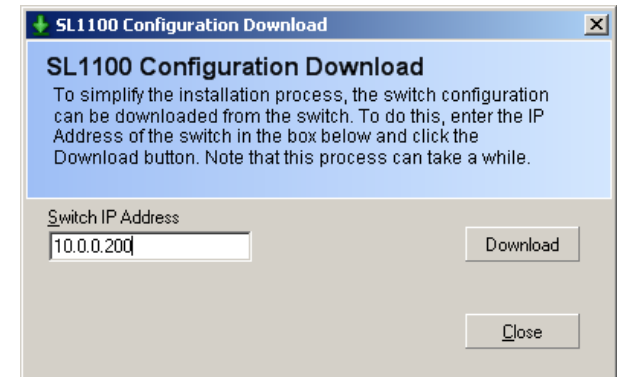
Mycalls can be installed in just a few steps.

- Give the PBX a fixed IP Address
- Start the installation by running the setup, Choose a complete installation and enter the location information

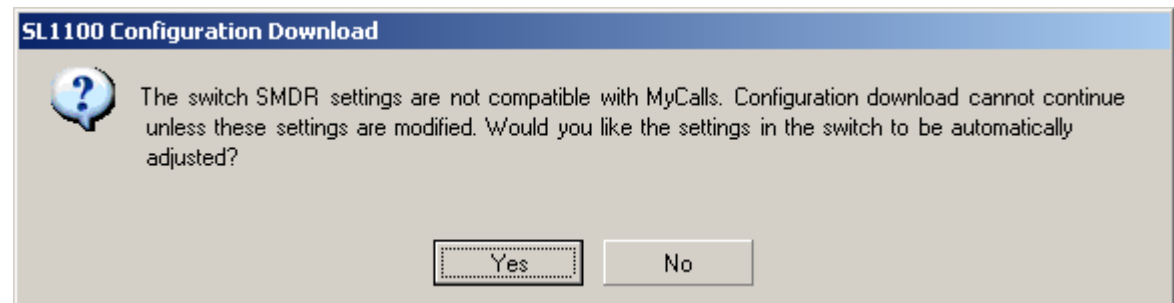
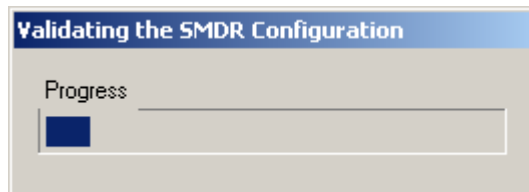


# Easy Installation (continued)

After MyCalls has been installed, you will be prompted for the IP Address of the PBX



MyCalls will validate the SMDR configuration in the PBX. If it needs to make any changes to the system programming, The MyCalls installation will do this automatically, when you allow this



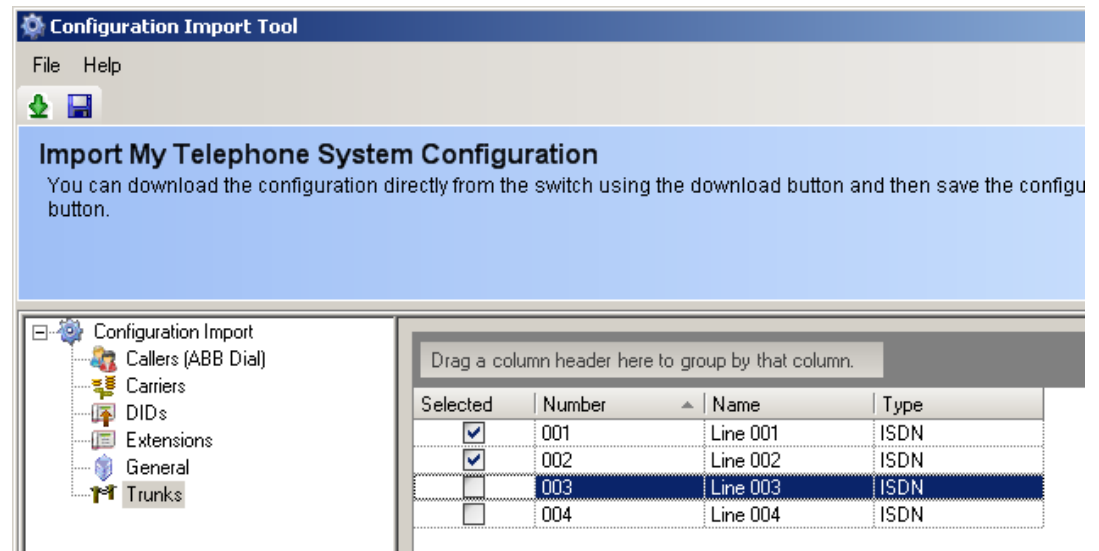


# Easy Installation (continued)

MyCalls detects the licenses and extracts the configuration from the SL PBX

So, No Manual importing or filling of tables is required.

Ready



# Demonstrator

A “special” standalone version of MyCalls, called the “Demonstrator” can be installed on a Salesman's pc.

This version does not receive SMDR records from a PBX, but retrieves call records from a “pre-filled” database

The look-and-feel, screen's and reports are exactly the same as a real running system

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