

SV8100 – MyCalls

Pre-Sales Support

UNIVERGE SV8100 R5

MyCalls R3.0

Doc. Version 5.00

Agenda

- Overview
- Modules
- Options
- Licenses
- Demonstrator
- From Aspire to SV8100



MyCalls Overview

MyCalls is a call management package (MIS)

that can be used to monitor phone system activity and performance

MyCalls – main functions:

- Call logging
- Reporting
- Call costing (billing)
- Real time status info
- Automatic Call Distribution
- Statistics
- Alarming
- Call (Conversation) recording



I **MyCalls (Basic)**

- Real Time Status displays for Extensions, DDI's and trunks.
- Real Time Statistics,
- Basic Alarms, Basic Reporting

I **MyCalls Call Manager**

- All the features of MyCalls plus:
 - Call costing
 - Enhanced alarms, Enhanced reporting

I **MyCalls Call Centre**

- All the features of MyCalls Call Manager plus:
- Call Centre functionality (on top of SV8100 ACD)
 - Agent Control
 - Real Time performance info
 - Real Time Queue Info
 - Detailed ACD reports

Default Features and boundaries per MyCalls module

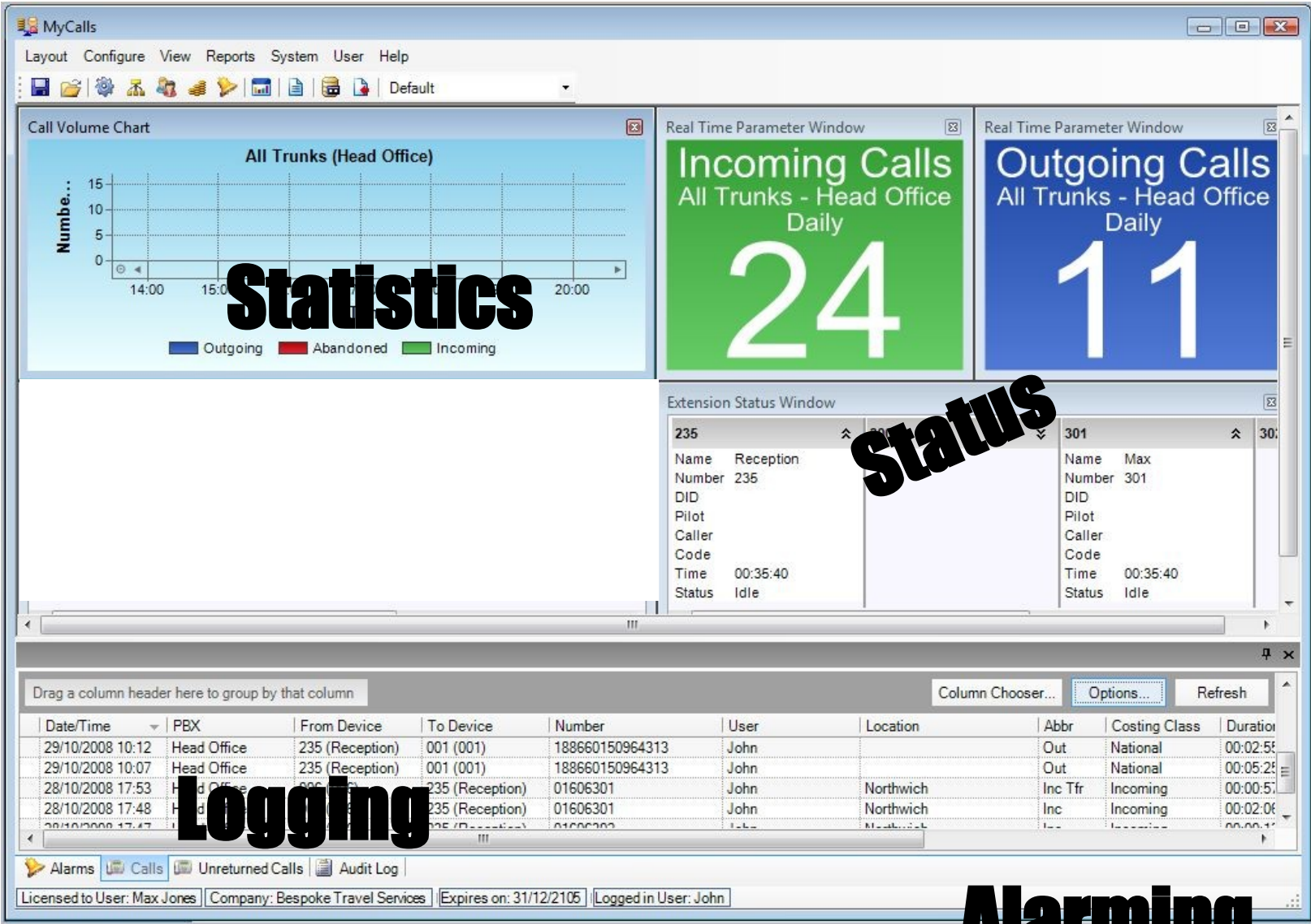
MyCalls	Basic	Call Mgr	Call Cent
Default # SV8100's	1	1	1
Concurrent users	1	1	1
Default extensions	Unlimited	Unlimited	Unlimited
DIDs	Unlimited	Unlimited	Unlimited
Abandoned calls		Y	Y
Costing		Y	Y
Performance monitoring	Y	Y	Y
Organisation / users		Y	Y
User costing		Y	Y
ACD			Y
Real time status	Y	Y	Y
Scheduling		Y	Y
Grade of Service	Y	Y	Y
Callers		Y	Y

MyCalls	Basic	Call Mgr	Call Cent
Import		Y	Y
Alarms	Basic	Full	Full
Agent control			Optional
Call playback		Optional	Optional
Reporting	Basic	Full	Full
Backup / Restore		Y	Y
ACD supervisors			1
Agent desktop users		Unlimited	Unlimited
Wallboard users			
Concurrent agents	0	0	Unlimited
Playback Users		Optional	Optional
Digital playback trunks		Optional	Optional
Analog playback trunks		Optional	Optional

MyCalls Call Manager & MyCalls Call Centre Options

- Enterprise version (Multi Site)
- Wall Board
- Call (Conversation) Recording

MyCalls Basic



- Show and Search Real time Call records
- Basic Reporting
- Basic Alarming
- Real time status display
 - For phones, DDI's and trunks
- Real time statistics
 - Single value and combination value windows
 - Grade of service
- Name extensions
 - Extension details can be imported from SV8100

- Max. 1 concurrent user allowed (already included in basic package)
- Max. 1 SV8100 to connect
- No limitation on # extensions and DDI's

- MyCalls Basic can be used 1 year Free of Charge

MyCalls

MyCalls Application Selection

MyCalls ? MyCalls Application
 ? Number of Call Centre Agents

MyCalls Call Manager and Call Centre Options

? Application Users (Concurrent)
 ? Number of Netlinked 8100's to monitor
 ? Number of Non-Netlinked 8100's to monitor

MyCalls Call Centre Options

? Additional ACD Supervisors (Concurrent)
 ? Wall Board (Concurrent)
☐ ? Agent Control

MyCalls Call Recorder

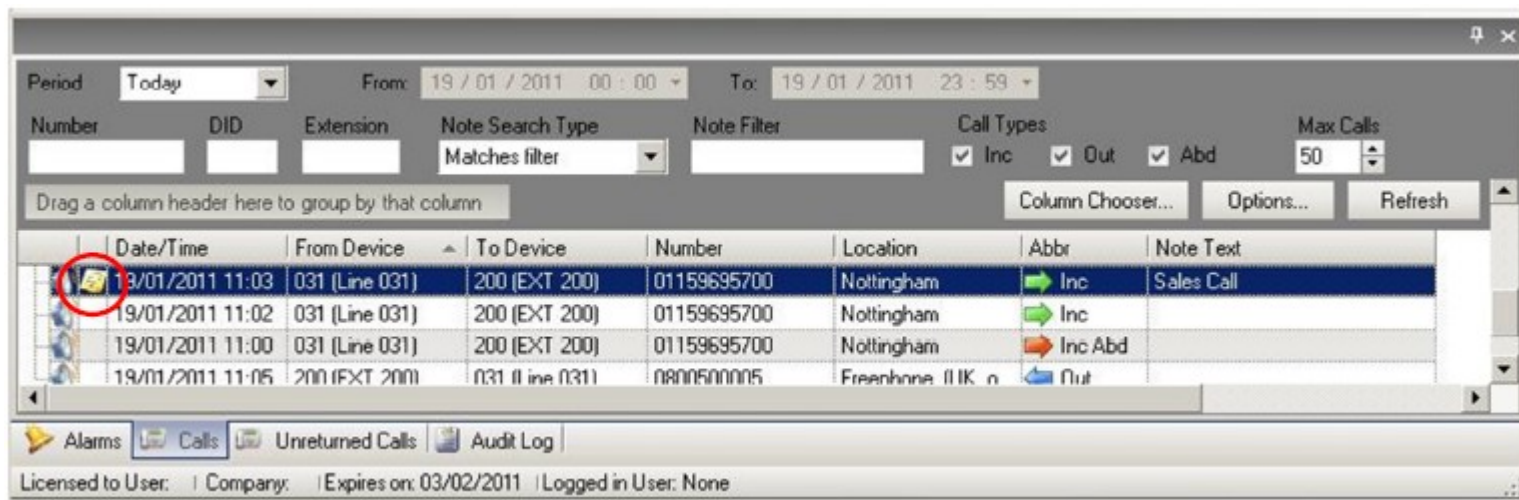
System Reports		
System Reports		
Quote	Material Specification	Configuration Differences
Qty	Prod.Code	Description
<input checked="" type="checkbox"/>		SV8000 - iSPBX
	1 9600 041 68000	UNIVERGE SV8100 R5 System DVD
	1 BE108094	SV8100 Starter Package EU
	1 BE106405	CH2U RACK MOUNT KIT
<input checked="" type="checkbox"/>		SV8000 - MyCalls Licences
	1 EU000001	LK-MyCalls-1st year License
<input checked="" type="checkbox"/>		SV8000 - PBX LMS Licences
	1 BE107576	LK-SYS-SMDR-LIC

- After 1 year, MyCalls requires annual license renewal or upgrade to Call Manager or Call Centre

Prod.Code	Description
EU000002	LK-MyCalls-Annual License Renewal

Show and Search

- Adjustable period over which calls shall be listed
(Default: shows last 50 calls for today)
- Find calls by CLI, DID, Extension, Note or Note details:
 - Only show calls of specific Type (*long, expensive, in, out, abandoned*)
 - Only show calls going to specific Groups or Devices
 - Show Calls with a Note or Note details

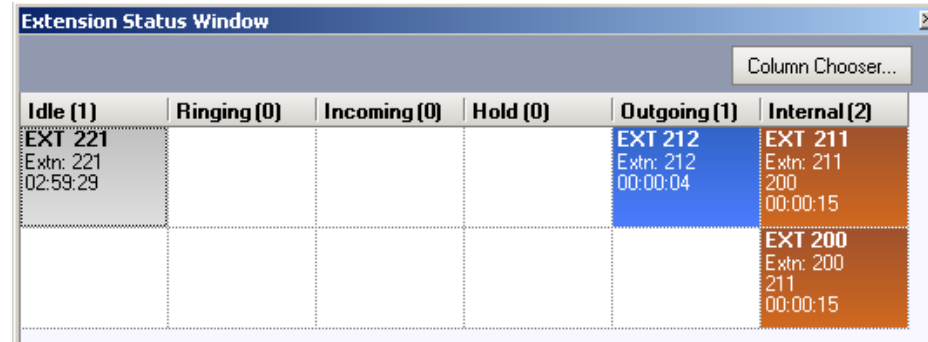


Real time status – Extensions

Basic

I Detailed:

- Moving view of phones based on their status
- Phone longest in status is always at top



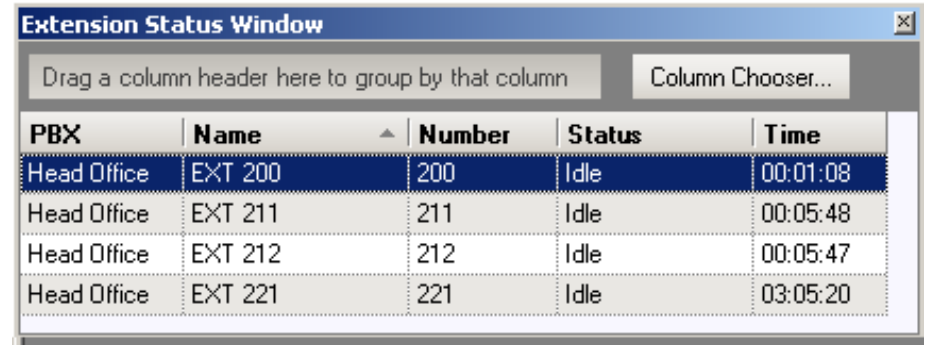
Extension Status Window

Column Chooser...

Idle (1)	Ringing (0)	Incoming (0)	Hold (0)	Outgoing (1)	Internal (2)
EXT 221 Extn: 221 02:59:29				EXT 212 Extn: 212 00:00:04	EXT 211 Extn: 211 200 00:00:15
					EXT 200 Extn: 200 211 00:00:15

I Summary:

- Fixed grid view
- Can be sorted by different columns
- Colour of row changes with status of extension



Extension Status Window

Drag a column header here to group by that column

Column Chooser...

PBX	Name	Number	Status	Time
Head Office	EXT 200	200	Idle	00:01:08
Head Office	EXT 211	211	Idle	00:05:48
Head Office	EXT 212	212	Idle	00:05:47
Head Office	EXT 221	221	Idle	03:05:20

I Overview:

- Overview of many extensions



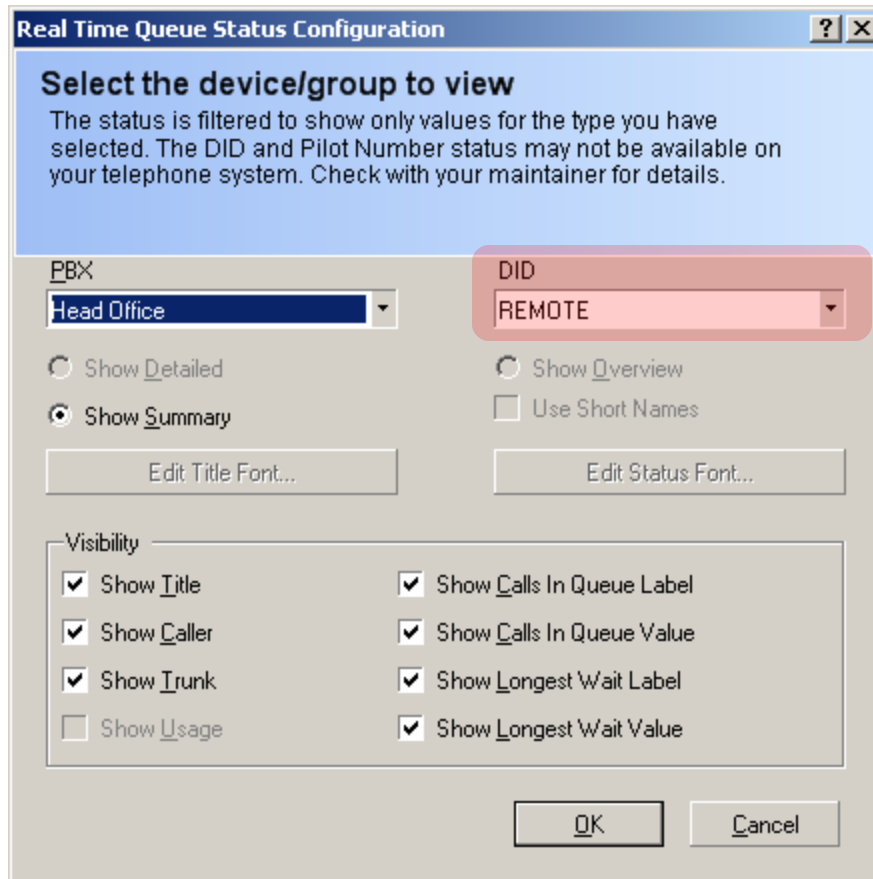
Extension Status Window

236	301	302
237	Name 301	304
	Number 301	400
300	DID	401
	Pilot	5196
	Caller 304	
	Code	
	Time 00:00:39	
	Status Internal	

Real time status – Queues

Basic

Configure what is displayed in window by changing visibility options



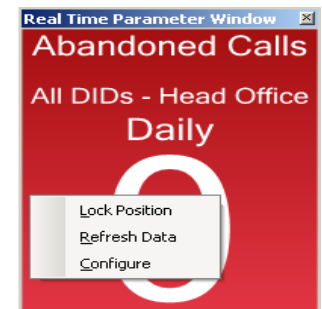
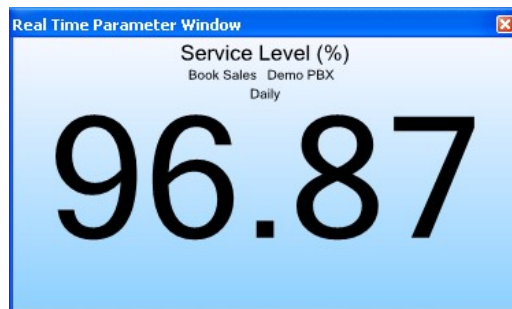
(CIQ = Call in queue)

Statistics available for Individual devices or Group
3 types:

- 1 hour totals for 24 hour period
– *midnight to midnight*
- Running daily total
– *midnight to midnight* (next slide)
- Current hour total
– *rolling last hour*

Individual statistics on:

- Phone, DID, account code, ACD, queue, trunk, user

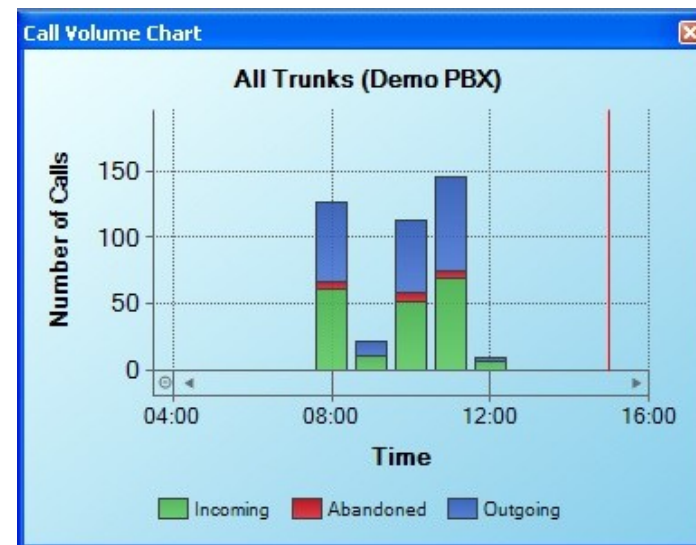


Individual statistics:

- Choice of 28 different parameters

Example:

- Show multiple parameters over the same time period in one window



Extension Statistics

Drag a column header here to group by that column.

Daily Column Chooser...

Extension	Name	Ans	Out	Int	GOS	Abd GOS
223	Carlos Clement	8	10	0	50.00	50.00
224	Todd Hildreth	14	7	0	100.00	100.00
225	Julie Smalls	10	10	0	100.00	100.00
226	Jeanne Gales	0	7	0	00.00	00.00
227	Danny Macy	6	3	0	100.00	100.00

Real time windows display acceptable Grade Of Service (GOS)

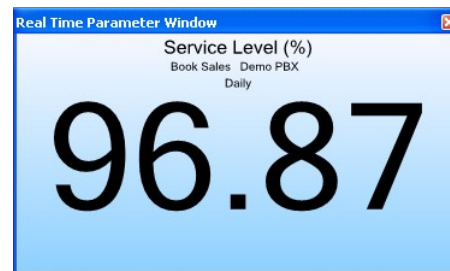
- e.g. Acceptable Incoming ring time, nbr. Of Abandoned calls

■ System wide or per available group

- No reporting on
 - Single Extension or Lines
 - Internal Calls

■ Grace period for GOS: Rule configured to reflect true calls in statistics

- E.g. Calls ringing for <2 sec are not considered to be a Real call
These calls will not be reported



DID Group Statistics						
Drag a column header here to group by that column				Daily	Column Chooser...	
PBX	Group	Ans	Abd	GOS	Abd GOS	
Head Office	Agent Sales	0	0	0.00	0.00	

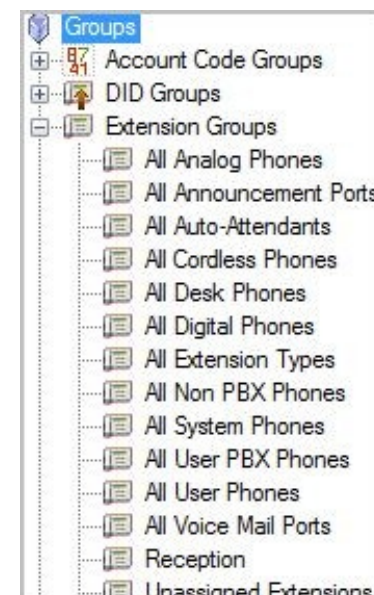
DID Statistics						
Drag a column header here to group by that column				Daily	Column Chooser...	
PBX	DID	Name	Ans	Abd	GOS	Abd GOS
Head Office	2433	AGENT SALES	0	0	00.00	00.00

Group level statistics

Basic

- DID groups
- Extension groups
- Trunk groups
- Account code groups

Choice of 24 different parameters available



DID Group Statistics

Drag a column header here to group by that column

Hourly Column Chooser...

PBX	Ans	Abd	GOS
Head Office	0	0	00.00

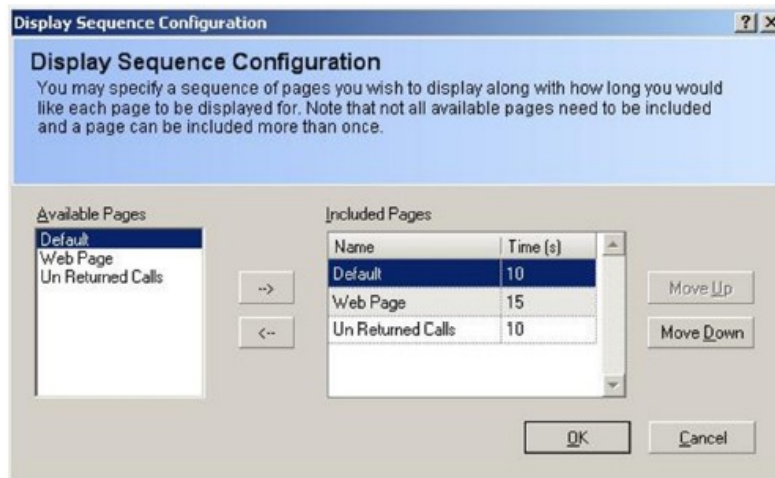
Column Chooser

- Group
- Interflow
- Overflow
- Abd GOS
- Avg. Incoming Call Wait...
- Avg. Abandoned Call W...
- Avg Interflow Wait
- Avg Overflow Wait

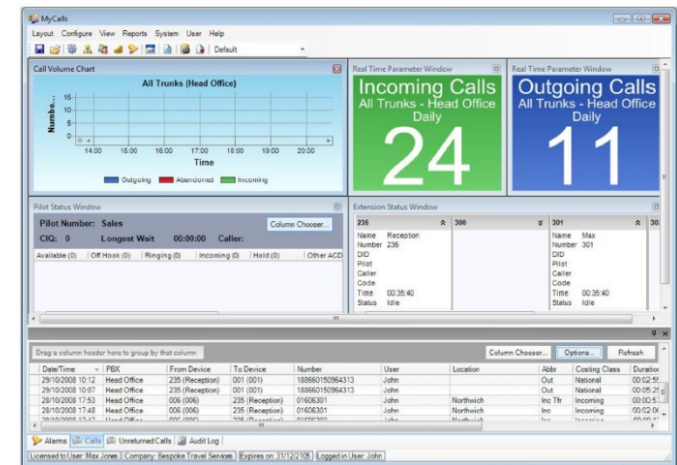
Multiple Screen Display

Basic

- 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
 - No license required



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



Report:

- Pre-defined
- Flexible filtering ☐
- Groups
- Templates
- Distribution lists
- Viewer

Call Details Configuration

Specify the devices to filter the report to

The report can filter the results to only include calls that match selected criteria, such as or were handled by Extension Group, "Sales". Select the types that you wish to filter the result filtering will be configured later in the wizard depending on what you select. If you do not wish results to a certain type of device then do not select that option.

☐ Account Codes/Groups
 ☐ Callers/Groups
 ☒ Call Types
 ☐ Trunks/Groups
 ☐ DIDs/Groups

☐ Pilot Numbers/Groups
 ☒ Extensions/Groups
 ☐ PBXs
 ☐ Users/Organisation Groups
 ☒ Dialed/Received Numbers

☒ Costing Types
 ☒ Call Durations

Configure Reports

Report Templates

Report Items

Daily Reports

List: All Abandoned Calls

List: All Calls

List: All Calls by Telephone Number

List: All Calls to Voice Mail

List: All Outgoing Calls

List: Call Costs by Most Expensive Call

List: Top Dialed Numbers

List: Top Received Numbers

Summary Profile: Abandoned Calls by Half Hour

Summary Profile: All Calls by Half Hour

Summary Profile: Ans/Abd Calls by Ring Time

Summary: All Abandoned Calls

Summary: All Calls by Costing Type

Summary: All Incoming Calls

Summary: All Outgoing Calls

Monthly Reports

Weekly Reports

List: All Abandoned Calls

Provides a list of detailed calls that are grouped by a specified device type, such as extension or account Code. The report can be further filtered so it only applies to a certain range of devices such as a specific extension group or organisation group.

Tasks

[Run Report Item](#)
Use the Run Report Item option to run the report with the configuration that was saved when it was created.

[Edit Report Item](#)
Use the Edit Report Item option when you wish to modify the configuration of the report.

[Copy Report Item](#)
Use the copy Report Item option when you wish to create a copy of this report item

[Change Group](#)
Use the Change Group option to move the report item to a different or new group.

[Delete Report Item](#)
Use the Delete Report Item when you no longer wish to use this report configuration.

Call Details

Created On: 03/02/2006 14:39:49
 Covering Period: 03/02/2006 00:00:00 to 03/02/2006 23:59:59

Report Filtered to:
 Only include call types: Incoming or Incoming Abandoned or Outgoing.

Only include extension groups: Book Sales.
 Limit the report to include a maximum of 50 items. Report grouped by Extension. Report ordered by Time of Call

Time Of Call	User Name	Call Type	Total Duration	Caller Name	Dialled Number	Location	Ring Time	Call Cost	Handling Cos
223									
03/02/2006 08:00:36	None	Inc	00:10:23		01565342751	Knutsford	00:00:08	0.00	0.00
03/02/2006 08:02:02	None	Inc Abd	00:00:00		02088868800	London	00:00:21	0.00	0.00
03/02/2006 08:02:58	None	Out	00:01:36		0045112248812	Denmark	00:00:00	0.39	0.00
03/02/2006 08:04:34	None	Inc	00:06:36		02088868800	London	00:00:21	0.00	0.00
03/02/2006 08:07:22	None	Out	00:03:33		01677525500	Bedale	00:00:00	0.24	0.00
03/02/2006 08:38									

Usage:

- Call details
- Call type summary
- Top calls
- Time profile
- Trunk utilisation

Top Calls

224
 03/02/2006 08:00
 03/02/2006 08:03
 03/02/2006 08:04
 03/02/2006 08:07
 03/02/2006 08:08
 03/02/2006 08:52

Created On: 03/02/2006 14:54:00
 Covering Period: 03/02/2006 00:00:00 to 03/02/2006 23:59:59

Report Filtered to:
 Only include call types: Incoming or Incoming Abandoned or Outgoing.

Limit the report to include a maximum of 50 items. Only include calls that have a Duration of more than 00:05:00. Report ordered by Duration

Time Of Call	PBX Code	Extension	User Name	Duration	Dialled Number	Location	Ring Time	Cost Call	Cost Hndling
03/02/2006 10:35:32	Demo PBX	214 (Krista Culbertson)	None	00:42:10	01972132312	Glenborrodale	00:00:00	2.84	0.00
03/02/2006 13:11:04	Demo PBX	214 (Krista Culbertson)	None	00:42:10	01972132312	Glenborrodale	00:00:00	2.84	0.00
03/02/2006 12:51:40	Demo PBX	213 (Ida Speer)	None	00:21:11	0064336620000	Christchurch, New Zealand	00:00:00	8.83	0.00
03/02/2006 10:16:08	Demo PBX	213 (Ida Speer)	None	00:21:11	0064336620000	Christchurch, New Zealand	00:00:00	8.83	0.00
03/02/2006 08:00:50	Demo PBX	201 (Jeremy Cohen)	Jeremy Cohen	00:20:09	0019786142293	BOSTON-WORCESTER-LAWRENC E, MA-NH-ME-CT, United Sta	00:00:00	4.05	0.00

Basic

Usage:

- Call summary
- Group summary
- For each member

First Set of Call Types to Include Together

☐ Unknown
☒ Incoming
☐ Incoming Conference
☐ Incoming Abandoned
☐ Incoming Abandoned Voice M
☐ Incoming Transferred

Select All
Select None

Second Set of Call Types to Include Together

☐ Unknown
☐ Incoming
☐ Incoming Conference
☒ Incoming Abandoned
☐ Incoming Abandoned Voice M
☐ Incoming Transferred

Select All
Select None

Interval

Day of Week
Month of Year
Week of Year
Day of Year
Day of Month
Day of Week
Hour of Day
Half Hour of Day
Minute of Hour

Call Summary over same Interval

Created On 23/10/2008 15:42:26

Covering Period 01/08/2008 00:00:00 to 30/08/2008 23:59:59

Report Filtered To:

Call types used for first value set are: Incoming. Call types used for second value set are: Incoming Abandoned. Report grouped by: Day of Week. Report ordered by: Interval

Transferred calls are being reported as a multiple calls.

Interval Period	Incoming					Incoming Abandoned				
	Num. of Calls	Max. Ring Time	Avg. Ring Time	Max. Duration	Avg. Duration	Num. of Calls	Max. Ring Time	Avg. Ring Time	Max. Duration	Avg. Duration
Monday	4,807	00:04:20	00:00:16	00:46:10	00:02:21	778	00:10:58	00:01:07	00:00:00	00:00:00
Tuesday	5,657	00:06:05	00:00:16	01:06:46	00:02:28	584	00:04:36	00:00:40	00:00:00	00:00:00
Wednesday	4,742	00:04:12	00:00:14	00:34:32	00:02:20	379	00:06:37	00:00:36	00:00:00	00:00:00
Thursday	4,474	00:05:31	00:00:15	01:02:56	00:02:28	423	00:05:55	00:00:46	00:00:00	00:00:00
Friday	5,340	00:03:43	00:00:14	00:45:00	00:02:22	507	00:05:00	00:00:36	00:00:00	00:00:00
Saturday	3,156	00:06:15	00:00:18	01:23:41	00:02:32	638	00:05:01	00:00:57	00:00:00	00:00:00
Sunday	915	00:01:27	00:00:02	00:31:49	00:01:11	34	00:01:02	00:00:14	00:00:00	00:00:00

Interval

Day of Week

Order Report Output By

Interval
Number from First Call Type
Number from Second Call Type
Maximum Ring Time from First Call Type
Maximum Ring Time from Second Call Type
Maximum Duration from First Call Type
Maximum Duration from Second Call Type
Average Duration from First Call Type

Alarms Raised

Created On: 03/02/2006 14:57:54
 Covering Period: 03/02/2006 00:00:00 to 03/02/2006 23:59:59

Time	Alarm Type	Severity	Description
03/02/2006 11:20:36	Inc. Call Time	Information	Book Sales: Average incoming call time on extension group Book Sales has exceeded 5 min
03/02/2006 11:20:42	Emergency	Critical	UK Emergency alarms: Extension 200 has dialed the emergency number 999
03/02/2006 11:21:04	Abd. Wait Time	Information	Sales: Average abandoned wait time on extension group Book Sales has exceeded 30 secon
03/02/2006 11:21:27	Toll Fraud	Information	Dispatch Expensive Calls: Extension 210 made a call to number 077812538431 costing more
03/02/2006 11:22:57	Toll Fraud	Information	Book Sales International: Extension 223 made a call to number 0045112248812 lasting more
03/02/2006 11:23:11	Toll Fraud	Information	Book Sales International: Extension 226 made a call to number 004831667200 lasting more t

System:

- Alarms raised
- Auto configured devices
- System audit
- Unused devices

System Audit

Created On: 03/02/2006 15:02:54
 Covering Period: 03/02/2006 12:00:00 to 03/02/2006 23:59:59

PBXCode	Date	Category	Action	Result	Description
Demo PBX					
Demo PBX	03/02/2006 14:36:07	Decoder Transport	Stop	Success	Demo Template
Demo PBX	03/02/2006 14:36:18	Decoder Transport	Start	Success	Demo Template Started OK
System					
System	03/02/2006 14:36:01	Purge	Start	Success	Call records purged for PBX Demo PBX between 03/02/2006 00:00:00 and 03/02/2006 23:59:59. Removed 642 calls.
System	03/02/2006 14:36:07	Application	Stop	Success	Collector - Local Collector
System	03/02/2006 14:36:09	Application	Stop	Success	Call Processor

Grade of Service Group Detail

Created On 24/10/2008 15:24:39

Covering Period 01/08/2008 00:00:00 to 06/08/2008 23:59:59

Report Filtered To:

Show the intervals that did not meet the GOS value: 20. Show the intervals that did not meet the Abandoned GOS value: 90

Transferred calls are being reported as a multiple calls.

Performance:

- Grade of service
- Response times

PBX	Group	Period Start	GOS Type	GOS %
-----	-------	--------------	----------	-------

Response Times

Created On 24/10/2008 16:08:35

Covering Period 01/08/2008 00:00:00 to 10/08/2008 23:59:59

Report Filtered To:

Report ordered by: Extension

Transferred calls are being reported as a multiple calls.

PBX	Extension	User	Number of Calls		Avg. Ans. Ring Time	Peak Ans. Ring Time	% Abd.	% Diff of Num of Ans. Calls	% Diff of Num of Abd. Calls	% Diff of Ans. Ring Time
			Ans.	Abd.						
Head Office	Alan	None	67	554	00:00:16	00:00:50	89.21%	77.39%	14,954.35%	-5.88%
Head Office	Will	None	37	1	00:00:07	00:00:09	2.63%	-2.04%	-72.83%	-58.82%

Alarms

■ Alarm categories

- System Alarms
- Call rate alarms
- Overflow alarms
- Wait time alarms
- Call time alarms

■ Service level alarms

- General service level alarms
- Abandoned service level alarms
- Emergency alarms
- Toll fraud alarms
- Callers alarms

■ Alarm schedules

- Active for date, time or day
- Show alarm records in database

■ Viewing alarms

■ Alarm distribution lists

- Email, broadcast msg, invoke application

■ Alarm severity levels

- Info, warning, severe, critical

■ Real time notifications

- Notify specified users

Alarms

- Monitor SV8100 and inform users when rules/limits have been broken

- Alarm scheduler

Alarm Schedule Wizard

This page allows you to specify when you want the alarm to be active. Note that you may specify an end time that is before the start time. This will be taken to mean that the alarm should be active over midnight.

Please select the dates over which you would like the alarm to be active

☒ Always

☐ Between these dates

31 / 01 / 2006

and

31 / 01 / 2006

Please select the times during the day you would like the alarm to be active

☐ Always

☒ Between these times

08:30

and

17:30

Please select the days on which you would like the alarm to be active

☐ Every day

☒ On these days

☐ Sun

☒ Mon

☒ Tue

☒ Wed

☒ Thu

☒ Fri

☐ Sat

Drag a column header here to group by that column.			Column Chooser...	Options...	Refresh
Time	Alarm Type	Description			
03/02/2006 11:28	Toll Fraud	Dispatch Expensive Calls: Extension 210 made a call to number 077812538431 costing more than 0.50 (1.02)			
03/02/2006 11:27	Abd. Wait Time	Sales: Average abandoned wait time on extension group Book Sales has exceeded 30 seconds (00:00:46)			
03/02/2006 11:27	Emergency	UK Emergency alarms: Extension 200 has dialed the emergency number 999			
03/02/2006 11:27	Inc. Call Time	Book Sales: Average incoming call time on extension group Book Sales has exceeded 5 minutes (00:10:23)			
03/02/2006 11:24	Toll Fraud	Dispatch Expensive Calls: Extension 210 made a call to number 01444382500 costing more than 0.50 (0.57)			
03/02/2006 11:24	Abd. Service Lev...	Book Sales: Abandoned service level on extension group Book Sales has gone below 97% (83)			
03/02/2006 11:23	Toll Fraud	Dispatch Expensive Calls: Extension 208 made a call to number 014206758600 costing more than 0.50 (0.57)			
03/02/2006 11:23	Toll Fraud	Book Sales International: Extension 228 made a call to number 001781261339 lasting more than 0 minutes (00:00:42)			
03/02/2006 11:23	Toll Fraud	Book Sales International: Extension 226 made a call to number 004831667200 lasting more than 0 minutes (00:06:05)			
03/02/2006 11:22	Toll Fraud	Book Sales International: Extension 223 made a call to number 0045112248812 lasting more than 0 minutes (00:01:36)			
03/02/2006 11:21	Toll Fraud	Dispatch Expensive Calls: Extension 210 made a call to number 077812538431 costing more than 0.50 (1.02)			

Alarms
Licensed to User:
Company:
Expires: 03/02/2106 00:00:00
Logged in User: Installer

System Alarms

SV8100 data monitoring:

- This alarm checks to see how long ago the last call record has been received from the PBX
- Can indicate that link to SV8100 has failed

Disk space monitoring:

- This alarm checks current disk space available
- Minimum amount disk space is required for correct MyCalls operation

☒ **Monitor the PBX**
Please enter the maximum amount of time (in minutes) after which you would like to be notified that there has been no data received.
15 Minutes

☐ **Monitor the free disk space**
Please enter the minimum amount of free disk space (in GB) below which you would like to be notified.
0 GB

Call rate alarms

Basic

Triggered if # calls is < or > then specified value for the last hour

Call rate alarms can be set up for both:

- Incoming calls
- Abandoned calls
- Outgoing calls

The screenshot shows a configuration window for call rate alarms. It contains three sections, each with a checkbox, two numeric input fields, and a dropdown menu.

Include	Minimum calls per hour	Maximum calls per hour	Group
<input type="checkbox"/> Include Trunk groups	0	0	Trunk Group All Analog Trunks
<input checked="" type="checkbox"/> Include Extension groups	0	0	Extension Group Admin
<input type="checkbox"/> Include DID groups	0	0	DID Group All DIDs

Measure effectiveness of people answering or making calls

Performance alarms can be set for:

- Incoming wait time
- Overflowed wait time
- Abandoned wait time
- Incoming call time
- Overflowed call time
- Outgoing call time
- Abandoned call time
- General service level
- Abandoned srvc level

The screenshot displays a configuration window for performance alarms. It is organized into three sections, each with a checkbox to enable the alarm type, and then sub-sections for minimum and maximum calls per hour and a group selection dropdown.

- Include Trunk groups** (checkbox):
 - Minimum calls per hour: 0
 - Maximum calls per hour: 0
 - Trunk Group: All Analog Trunks
- Include Extension groups** (checkbox, checked):
 - Minimum calls per hour: 0
 - Maximum calls per hour: 0
 - Extension Group: Admin
- Include DID groups** (checkbox):
 - Minimum calls per hour: 0
 - Maximum calls per hour: 0
 - DID Group: All DIDs

MyCalls CallManager



Functionality

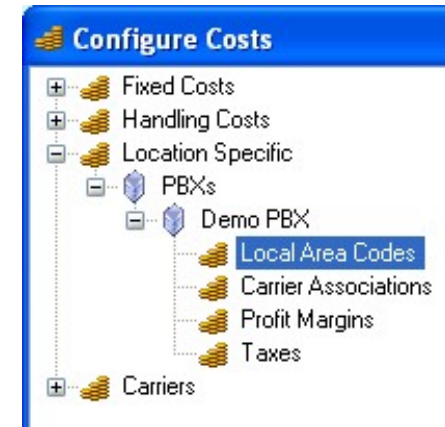
- I MyCalls Basic plus:
 - Call costing
 - Enhanced Reporting & Enhanced Alarms
 - Transferred Call grouping
 - Schedule reports
 - Export reports
 - External Callers
 - User Roles
 - Auto or manual backup

Licenses

- I No annual license renewal is required for Call Manager
- I Optional\Additional licenses for:
 - Additional users (default one concurrent user)
 - Call recording

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

- Different costing items displayed in custom reports
- Profit margins can be applied to calls
- Rates can be imported and exported from files



- Local area codes allow Call Costs to be calculated with local call rate as determined by carrier
- Carrier Pre Select and Least Cost Routing supported (LCR digits in outgoing digit stream)
- Profit margins allow to mark up all calls of a particular type (hotels)
- Several taxes can be specified

Fixed Costs

Call Manager

- Allocated to extensions and trunks
- Always apply regardless of calls are made or received
- Specified as amount per period

Number	Name	Type	Additional Cost
200	200	Digital Desk Phone	None
201	201	Digital Desk Phone	None
202	202	Digital Desk Phone	4 Line Display Phone
203	203	Digital Desk Phone	None

Configure Costs

- Fixed Costs
 - PBXs
 - PBC Head Office
 - Trunk Type Costs
 - Extension Type Costs
 - Additional Costs
 - Trunk Costs
 - Extension Costs
 - Handling Costs
 - Location Specific
 - Carriers

Fixed Costs

Fixed costs are those service costs which are the service is used or not. Trunk rental and eq purchase are two examples. Fixed costs also allowing different sites to have different fixed costs. These costs should be entered inclusive of all taxes.

Tasks

Edit Fixed Trunk Type Costs

Edit the fixed trunk type costs

Fixed costs will always apply regardless of whether the trunk received or made any calls and will be presented in the reports. The cost and period of multiple types can be changed by clicking the right mouse button and copying, then selecting and pasting onto the other types.

Trunk Type	Cost (£)	Cost Period
Analog	25.00	Quarterly
ISDN	30.00	Quarterly
Private W/ire	15.00	Monthly
Q-Sig	0.00	Hourly
TCP/IP	0.00	Hourly
Unassigned	0.00	Hourly

OK Cancel

Edit Fixed Extension Type Costs

Edit the fixed extension type costs

Fixed costs will always apply regardless of whether the extension received or made any calls and will be presented in the reports. The cost and period of multiple types can be changed by clicking the right mouse button and copying, then selecting and pasting onto the other types.

Extension Type	Cost (£)	Cost Period
Digital Desk Phone	5.00	Monthly
IP Desk Phone	7.50	Monthly
Non PBX Phone	0.00	Hourly
Operator Console	0.00	Hourly
Unassigned	0.00	Hourly
Voice Mail	0.00	Hourly

OK Cancel

Handling Costs

Call Manager

- Can be attributed to call
- *Based on labour costs* involved in handling call
- Possible to add further handling costs for each account code, DID or pilot number

Edit Handling Rules

Edit the handling rules

The handling costs may be optionally applied to answered and outgoing calls on this PBX.

☒ Apply handling costs to answered calls

☒ Apply handling costs to outgoing calls

OK Cancel

Edit User Handling Costs

Edit the user handling costs

When a call is costed, the user handling cost will be added to the overall handling cost at the pro-rata hourly rate. The costs entered here should be exclusive of any profit margin and taxes. The hourly cost of multiple users can be changed by clicking the right mouse button and copying, then selecting and pasting onto the other users.

Drag a column header here to group by that column.

Name	Job Title	Organisation Group	Hourly Cost (£)
Alan Healy		Organisation	27.00
Allison Reese		Books Team2	15.00
Amber Turnbow		Electrical Team1	13.00
Amelia Bowens		Music Team1	13.00
Anita Gillis		Admin	9.00
Bonnie Sorrell		Electrical Team3	13.00
Brandi Caruthers		Books Team2	13.00
Brandon Kilpatrick		Dispatch	7.00

OK Cancel

Edit Extension Handling Costs

Edit the Extension handling costs

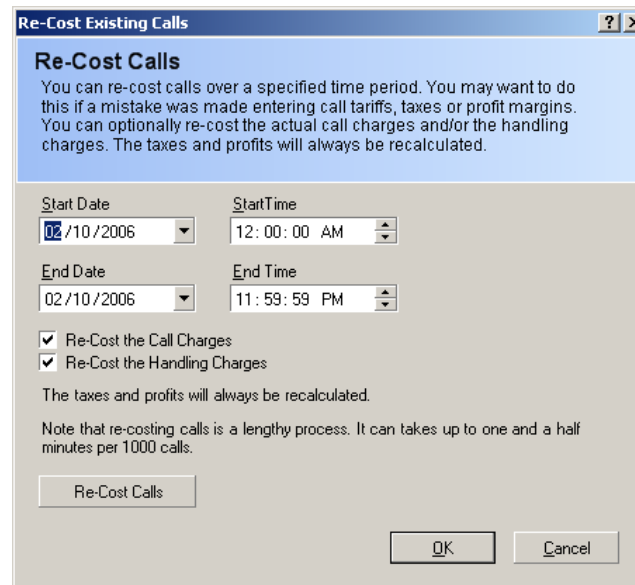
When a call is costed, the extension handling cost will be added to the overall handling cost at the pro-rata hourly rate. The costs entered here should be exclusive of any profit margin and taxes. The hourly cost of multiple extensions can be changed by clicking the right mouse button and copying, then selecting and pasting onto the other extensions.

Drag a column header here to group by that column.

Number	Name	Type	Extension Group	Hourly Cost (£)
112	Announce3	Announcement Port	None	0.00
113	Announce4	Announcement Port	None	0.00
200	Terry Breen	Digital Desk Phone	Management	150.00
201	Jeremy Cohen	Digital Desk Phone	Management	100.00
202	Vanessa Apple	Digital Desk Phone	Management	75.00
203	Sally Merry	Digital Desk Phone	Management	75.00
204	Alan Healy	Digital Desk Phone	Management	125.00
205	Jason Soriano	Digital Desk Phone	Dispatch	0.00

OK Cancel

- Carriers can be duplicated and exported
- Exported carriers can be used on other MyCalls PCs
- If you amend carrier rates or any handling charges you can re-cost calls to reflect the new call charges



Re-Cost Existing Calls

Re-Cost Calls

You can re-cost calls over a specified time period. You may want to do this if a mistake was made entering call tariffs, taxes or profit margins. You can optionally re-cost the actual call charges and/or the handling charges. The taxes and profits will always be recalculated.

Start Date: 02/10/2006 Start Time: 12:00:00 AM

End Date: 02/10/2006 End Time: 11:59:59 PM

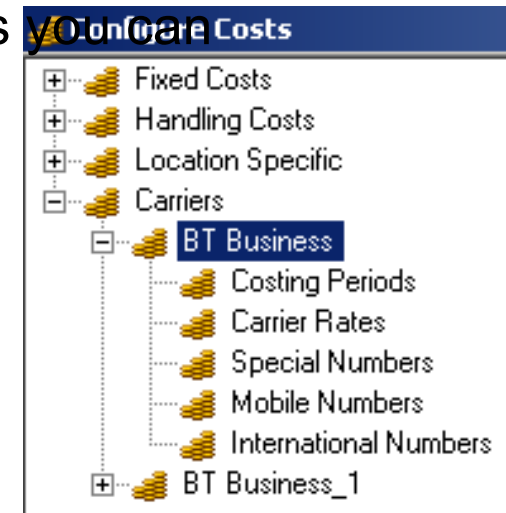
☒ Re-Cost the Call Charges
☒ Re-Cost the Handling Charges

The taxes and profits will always be recalculated.

Note that re-costing calls is a lengthy process. It can take up to one and a half minutes per 1000 calls.

Re-Cost Calls

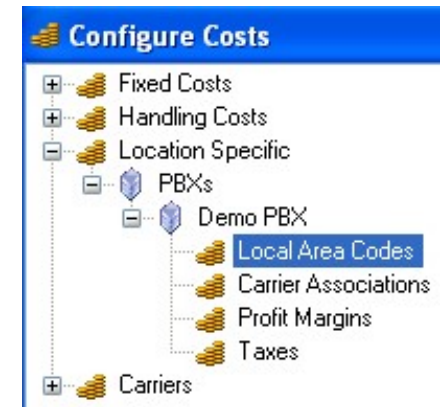
OK Cancel



Location Specific Calls

Call Manager

- Local area codes incur local rate call charge
- Carrier Associations:
Rules by which correct carrier for each outgoing call type is determined
- Profit Margins to mark up all calls (hotels)
- Several taxes can be specified



Edit Local Area Codes

Edit the Local Area Codes

The displayed area codes are those that can be dialed from the location of the PBX incurring just a local charge.

Area Code
1260
1270
1477
1565
1606
.....

Buttons: Add... Remove Import... OK Cancel

Edit Profit Margins

Edit the Profit Margins

Enter the profit margin for each type of call and whether or percentage addition to the call plus handling cost.

Description	Rate (%)
VAT	17.50
Tax Rate 2	0.00
Tax Rate 3	0.00
Tax Rate 4	0.00

Profit Margins

Call Type	Profit	Apply as
Incoming	10.00	%
Free	0.00	%
Local	0.00	%
National	0.50	Fixed (£)
International	0.00	%
Special Numbers	0.00	%

Buttons: OK Cancel

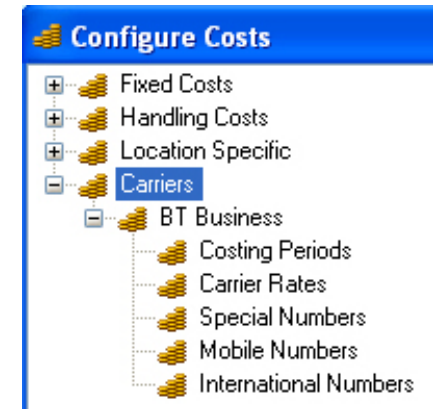
Add Carriers

Call Manager

Allow call costs to be determined accurately:

- Set time of day bands used by the carrier

Name	Interval Start	Interval End	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Daytime	08:00:00	17:59:59	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening	18:00:00	23:59:59	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Morning	00:00:00	07:59:59	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekend	00:00:00	23:59:59	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



- Specify carrier rates ☐
(different charges for calls)

- Special or mobile numbers
(special costing rate) ☐

Number	Rate
999	Freephone
91199	p32 - Calls to Premium Rate Services
91198	p27 - Calls to Premium Rate Services
91197	g1 - Calls to Premium Rate Services
91196	p16 - Calls to Premium Rate Services

Rate Name: Period Name:

Please note that all costs should be entered excluding any applicable taxes

Minimum cost (£): Initial cost (£):

First Charging Period

Charge (£): ☐ Fixed ☒ Per for the first

Second Charging Period

Charge (£): ☐ Fixed ☒ Per for the next

Thereafter

Charge (£): ☐ Fixed ☒ Per

I **Report schedules**

- By minute, hourly, daily, weekly, monthly

I **Report distribution lists**

- Can go to email, folder location or FTP site

I **Export to file**

- Formats: Adobe pdf, csv, html, Word, Excel, rtf, tab separated
- Powerful custom reporting
- Calls lists can be exported directly from the call records view (R3)

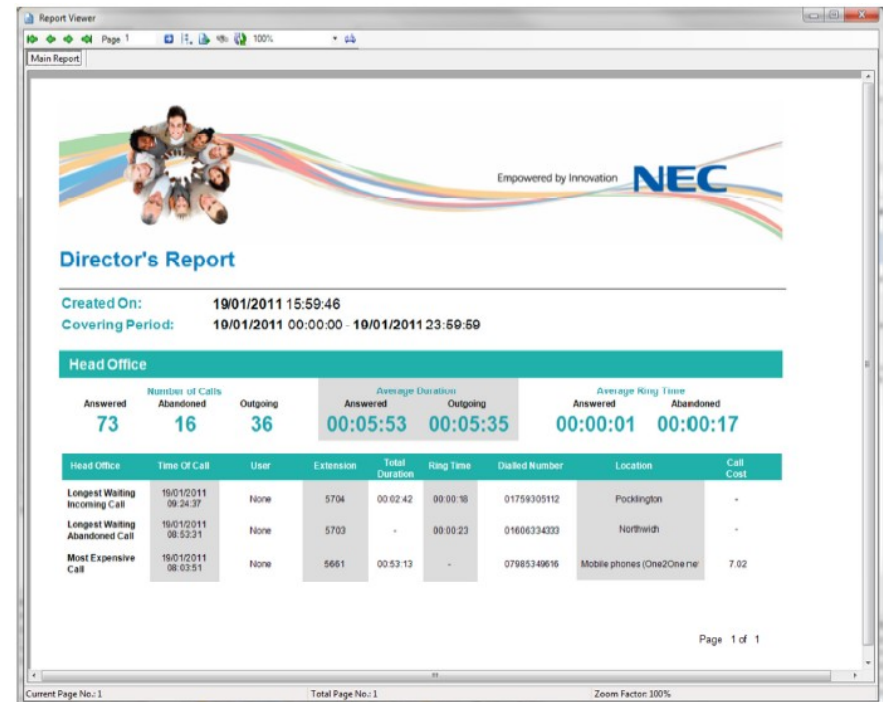
I **Extra predefined reports**

- Call type analysis summary, Consolidated call summary, Group member summary, Group summary interval, Busy trunks

I **Extra report templates**

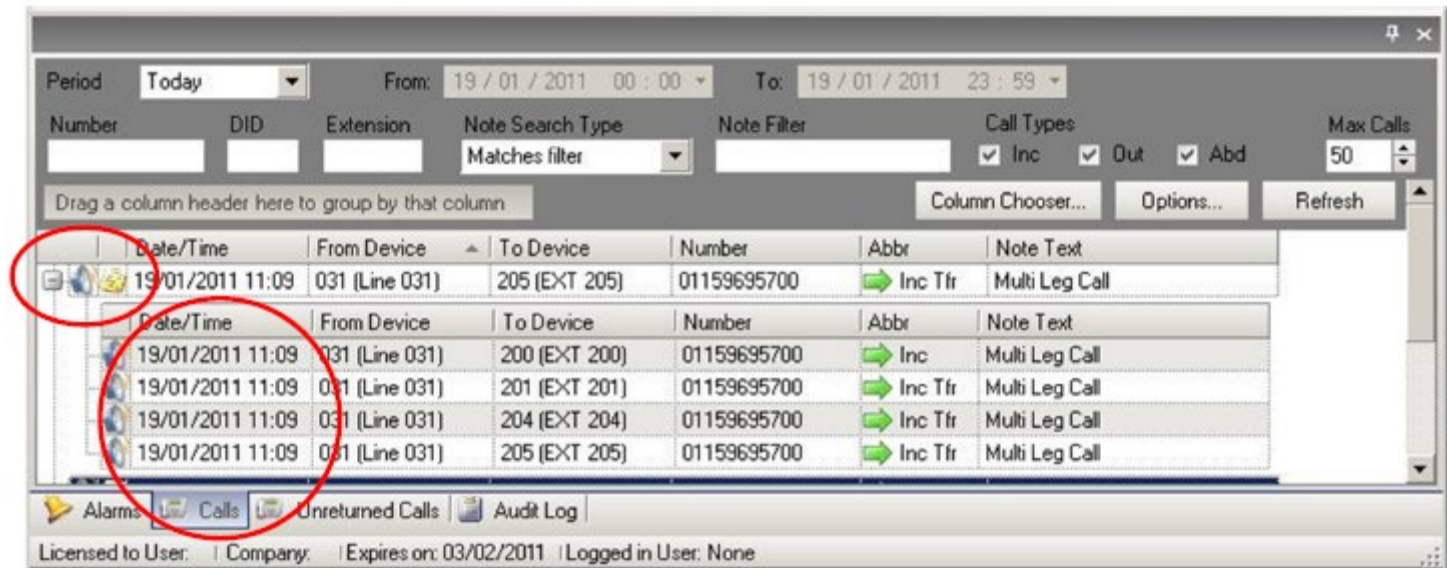
- Custom call details, Custom group summary, Custom group summary for each member

- I The Directors Report shows
 - overview of key statistics.
 - can be e-mailed at a specified time each day (to give the director a summarised report of the company's performance.)
 - From this report more detailed reports can be run on any items requiring further investigation.

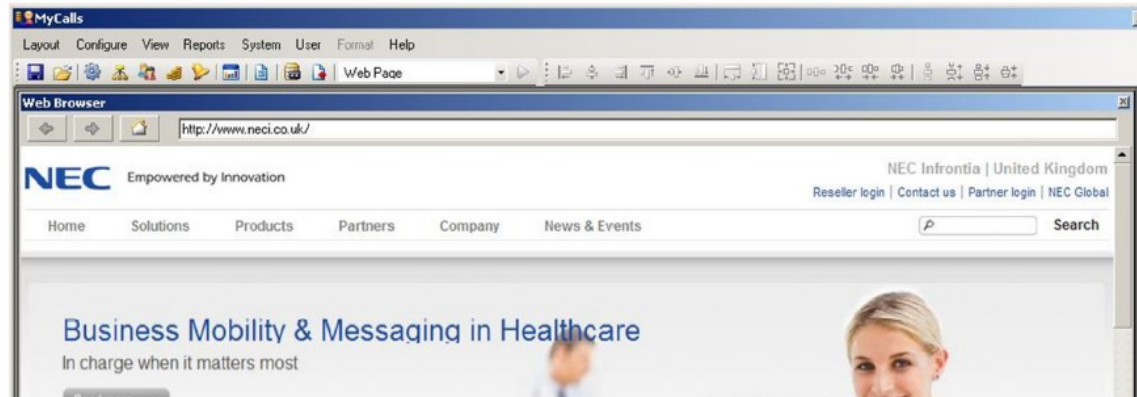


Transferred call grouping

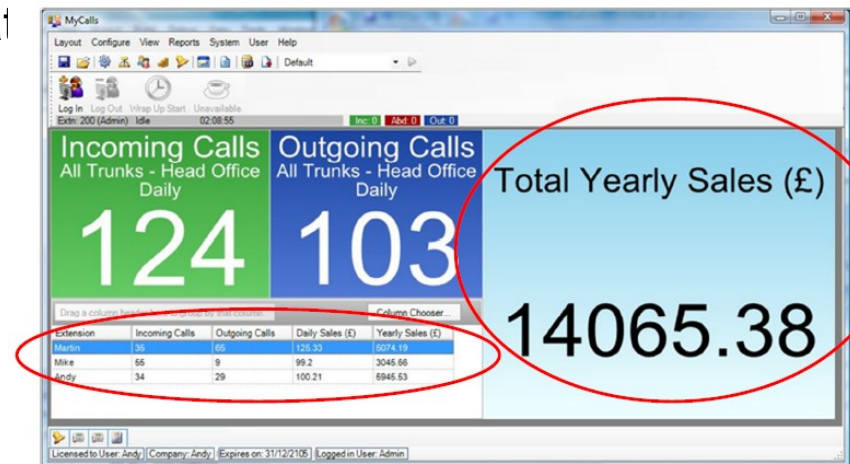
- Calls that have been transferred can be easily identified and all legs of the call viewed.
- Allows you to follow call progress easily.
- Can be used to see how effective staff are performing



- Web Browser in real time window.
 - Web browser (IE8) windows can display a web address

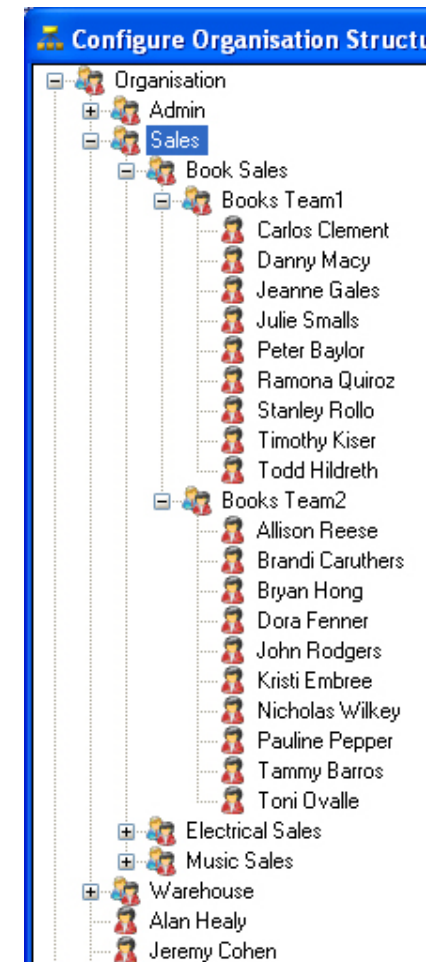


- External data source can display informat



An Organisation consists of a series of grouped users

- I Option to create departmental structure of a company
- I Users can be assigned to extensions in order to report their call behavior or monitor them real-time
 - Reports can be generated on
 - overall performance
 - group performance
 - user activity
 - Overviews available of
 - users and groups in an organisation
 - users, grouped by their role



- No limit on number of users, groups

Reasons to create **Users**:

- You must be a User to login and use MyCalls
(Once you create users, you must login as a user)
- You can restrict \ grant Rights to a user by assigning a Role

NB. Each Concurrent user needs an “Application Users License”

Application user:

- Can see real time screens
- Can load public screen layouts and create their own layouts
- Rights and options can be limmited by creating different logins.

Following roles on next slide all use an “Application Users License”

- Agent Desktop User
- User
- Supervisor
- PBX admin
- Enterprise admin

“Callers” are:

- External persons or companies
- Can be marked as business, personal, unassigned
- Can be placed into caller groups

Callers can be imported:

- from dial list of phone system (csv), or
- from a file, e.g. Outlook contact list

Reports:

- can be filtered on callers or caller groups
- can contain business or personal calls

User Functions per role

Call Manager

	Agent desktop user	WB User	User	Supervisor	ACD supervisor	PBX admin	Enterprise admin
View agent desktop layout	*	*	*	*	*	*	*
Create real time windows		*	*	*	*	*	*
Save/ Load screen layouts		*	*	*	*	*	*
View live call records/ alarm/ audit entries	*		*	*	*	*	*
ACD real time		*			*		
Configure/ run reports				*	*	*	*
ACD reports					*		
Configure collectors						*	*
Configure SV8100/ organisation/ callers/ costs/ alarms						*	*
Backup/ restore db						*	*
Remove unwanted info						*	*
Import bill						*	*
Re-cost calls						*	*

MyCalls

MyCalls Application Selection

MyCalls Call Manager MyCalls Application

5 Number of Call Centre Agents

MyCalls Call Manager and Call Centre Options

6 Application Users (Concurrent)

0 Number of Netlinked 8100's to monitor

0 Number of Non-Netlinked 8100's to monitor

MyCalls Call Centre Options

0 Additional ACD Supervisors (Concurrent)

0 Wall Board (Concurrent)

☐ Agent Control

MyCalls Call Recorder

Example Configuration:

- MyCalls Call Manager
 - 6 concurrent users

System Reports		
System Reports		
Quote	Material Specification	Configuration Differences
Qty	Prod.Code	Description
<input checked="" type="checkbox"/>		SV8000 - iSPBX
	1 9600 041 68000	UNIVERGE SV8100 R5 System DVD
	1 BE108094	SV8100 Starter Package EU
	1 BE106405	CH2U RACK MOUNT KIT
<input checked="" type="checkbox"/>		SV8000 - MyCalls Licences
	1 EU000003	LK-MyCalls-Call Manager
	1 EU000005	LK-MyCalls-Add. Application Users 5
	1 EU000004	LK-MyCalls-Add. Application User
<input checked="" type="checkbox"/>		SV8000 - PBX LMS Licences
	1 BE107576	LK-SYS-SMDR-LIC

MyCalls Call Centre

MyCalls Control
 Log In
 Log Out
 Wrap Up Stop
 Extension 235 (Reception) Wrapup

Unavailable
 Refreshment
 Natural Break
 Smoking

DID Status
 DID - AGENT SALES
 Caller:
 Trunk:
CIQ: 0
 Longest Call Waiting
00:00:00

Real Time Parameter Window
 Avg. Gen. S.L. (%)
 Agent Sales - Head Office
 Daily
0

Real Time Parameter Window
 Abandoned Calls
 Agent Sales - Head Office
 Daily
0

Pilot Status Window
 Pilot Number: Sales
 CIQ: 1 Longest Wait 00:00:03 Caller: 301
 Column Chooser...

Available (1)	Off Hook (0)	Ringing (1)	Incoming (0)	Hold (0)	Other ACD (0)	Non ACD (0)	Unavailable (0)	Wrapup (0)
Mark Extn: Mark 00:00:15		John Extn: Reception DID: 402 Pilot: Sales 301 00:00:03						

ACD

Response Times

Created On 24/10/2008 16:08:35

Covering Period 01/08/2008 00:00:00 to 10/08/2008 23:59:59

Report Filtered To:

Report ordered by: Extension

Transferred calls are being reported as a multiple calls.

Reporting

PBX	Extension	User	Number of Calls		Avg. Ans.	Peak Ans.	% Abd.	% Diff of Num of Ans. Calls	% Diff of Num of Abd. Calls	% Diff of Ans. Ring Time
			Ans.	Abd.	Ring Time	Ring Time				
Head Office	Alan	None	67	554	00:00:16	00:00:50	89.21%	77.39%	14,954.35%	-5.88%
Head Office	Will	None	37	1	00:00:07	00:00:09	2.63%	-2.04%	-72.83%	-58.82%

All features of MyCalls Call Manager plus:

- Integration with SV8100 ACD routing engine: InACD
- Real time queuing in ACD queues
- Real time agent status info on all SV8100 ACD queues
- Long waiting calls alarms
- “Agent unavailable codes” to define specific reasons for being off duty
- Agent based reports

ACD Supervisor:

- Controls ACD queues
- Can log their agents in/out of queues from their desk, without need for complex re-programming of ACD system
NB. Agent Control License needed
- Can remove agents from wrap-up mode

- No annual license renewal required for Call Centre
- Additional ACD Supervisor licenses (1 License already included)
- Optional \ Additional licenses for:
 - Additional Concurrent Users\Agents (1 License already included)
 - Agent Control
 - Call recording
 - Wallboards

Fair Call Distribution for inbound calls:

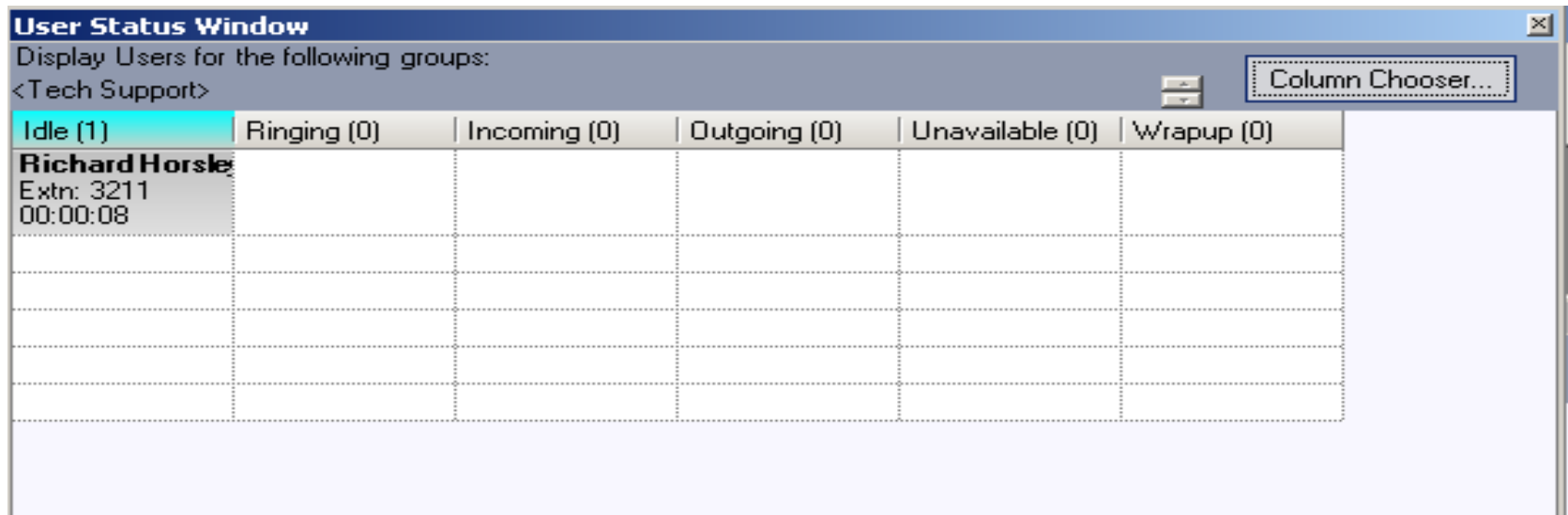
- Delivers longest waiting call to agent who has been idle the longest
- Agent logs in using a PIN number to take calls
- 64 ACD groups
- In queue messaging VRS is used
- “Position in queue” announcements
- Overflow to various destinations
- Two modes of login: standard and AIC
- 8 ACD modes
- SV8100 ACD client licenses to be installed
- All Agent activity is output in P-commands

SV8100	MyCalls
ACD group	Pilot nr
Agent logon code (Input your ID)	PIN nr
Agent	User
Off duty	Unavailable
Wrap up (On duty after call)	Wrap up

More info in the - ACD manual on Tech DVD

Based on pilot nr groups or organisation group:

- View of pilot number shows you who is logged into which group
- User view shows you overall who is logged in and who is not



The screenshot shows a window titled "User Status Window" with a close button in the top right corner. Below the title bar, it says "Display Users for the following groups:" followed by "<Tech Support>". To the right of this text are two small buttons and a "Column Chooser..." button. Below this is a table with six columns: "Idle (1)", "Ringing (0)", "Incoming (0)", "Outgoing (0)", "Unavailable (0)", and "Wrapup (0)". The first row of the table is highlighted in grey and contains the name "Richard Horsley", "Extn: 3211", and "00:00:08". The rest of the table is empty.

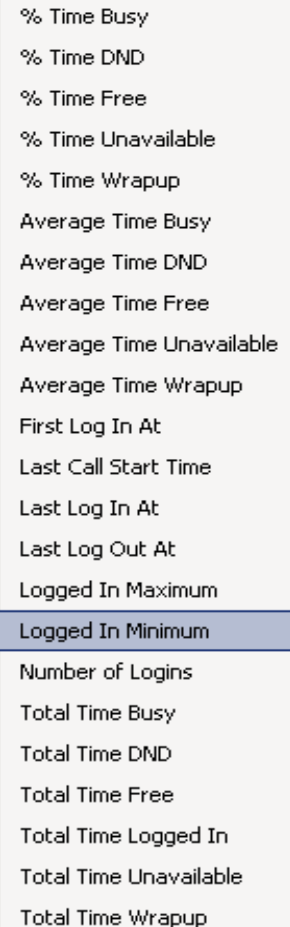
Idle (1)	Ringing (0)	Incoming (0)	Outgoing (0)	Unavailable (0)	Wrapup (0)
Richard Horsley Extn: 3211 00:00:08					

Reports:

- Agents must log in/out each day for reports to total correctly
- Several predefined ACD reports
- Custom reports are useful for call centre reports
- Additional report templates for ACD activity

Report templates:

- User availability
 - Show an agent stats relating to their performance
- User availability details
 - Report showing agents activity in terms of logging in, going unavailable, wrap-up and logging out
- User availability profile
 - Agent based stats that can be broken down by intervals



- % Time Busy
- % Time DND
- % Time Free
- % Time Unavailable
- % Time Wrapup
- Average Time Busy
- Average Time DND
- Average Time Free
- Average Time Unavailable
- Average Time Wrapup
- First Log In At
- Last Call Start Time
- Last Log In At
- Last Log Out At
- Logged In Maximum
- Logged In Minimum**
- Number of Logins
- Total Time Busy
- Total Time DND
- Total Time Free
- Total Time Logged In
- Total Time Unavailable
- Total Time Wrapup

Agent Control

- Add agents to groups when needed
- Agents can be empowered to log onto call queues as necessary
- Users can be grouped together according to their primary skills and automatically logged on to appropriate queues when required
- Reasons and times when agents are unavailable can be recorded
- Respond quickly to fluctuations in call volumes throughout day

Notes:

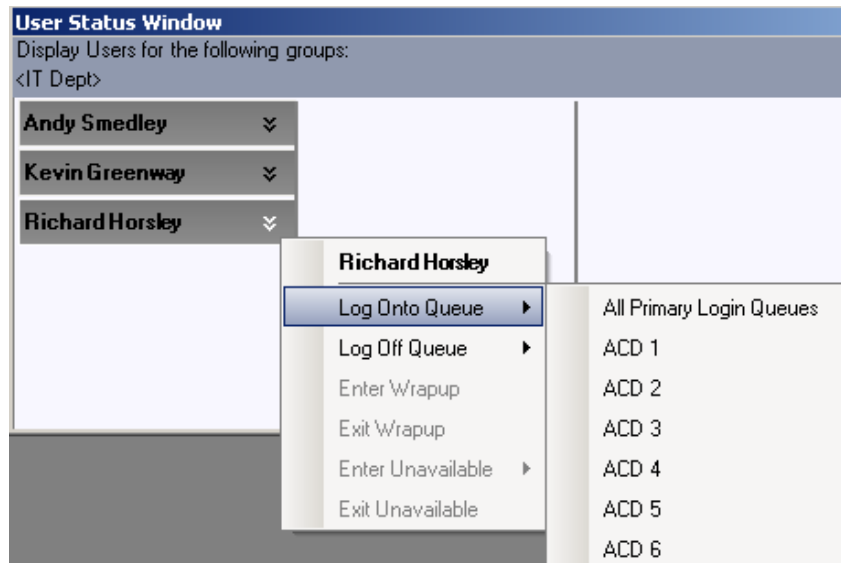
- Queue = Hunt group (set of phones) or ACD queue (sophisticated rules)
- Required License : LK-MyCalls-Agent Control EU000044
- Restriction: Agent control will only control DTxxx phones and SP310 (no pot)

How to use Agent Control as Agent

Call Centre

Login to MyCalls as agent

- From view menu, check agent control toolbar
- Click button to login/out to queue(s)
- Enter and exit wrap up
- Select unavailable code and logout
- Control your own status or other agents status



Completion codes

Call Centre

- Agents can be prompted to enter a completion code for a call.
 - to specify the nature of a call.
 - Upto 3 levels can be set up per group.
- Codes can be viewed in the call records view and reports

Completion Codes

Assign the Completion Codes for the displayed call

Upto 3 Completion Codes can be assigned to this call. A level 1 code is always compulsory, level 2 and 3 codes are marked accordingly.

Call Type
Incoming

Time of Call
19/01/2011 16:31:34

Number
01159695700

DID
9930

ACD Queue

Completion Codes

Level 1
Enquiry Compulsory

Level 2
White Goods Optional

Level 3
No Code Selected Optional

OK Cancel

Period: Today From: 19 / 01 / 2011 00 : 00 To: 19 / 01 / 2011 23 : 59

Number DID Extension Note Search Type Note Filter Call Types Max Calls

Matches filter Inc Out Abd 50

Drag a column header here to group by that column

	Date/Time	To Device	Number	Completion Code 1	Completion Code 2	Location	Abbr
	19/01/2011 16:35	200 (EXT 200)	01159695700	Sale	White Goods	Nottingham	Inc
	19/01/2011 16:35	200 (EXT 200)	01159695700	Enquiry		Nottingham	Inc

Alarms Calls Unreturned Calls Audit Log

Licensed to User: Company: Expires on: 03/02/2011 Logged in User: p

Agent Control toolbar

Call Centre



- Login to queues (drop down menu)
- Users Logout of one or more queues
- enter or exit or exit Wrap-up state
- User becomes Unavailable
- Options
- Note: Hotkeys can be defined

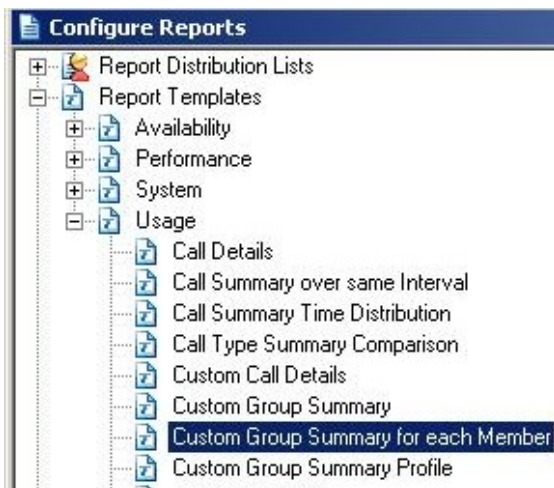


View Agent activity

Pilot Status Window								
Pilot Number: Sales								
CIQ: 0 Longest Wait 00:00:00 Caller:								
Available (1)	Off Hook (0)	Ringing (0)	Incoming (0)	Hold (1)	Other ACD (0)	Non ACD (0)	Unavailable (0)	Wrapup (0)
John Extn: Reception 00:01:14				Mark Extn: Mark DID: 402 Pilot: Sales 301 00:00:12				

Reporting

- I Agent / User reports
 - organisation groups or users
- I ACD group performance
 - pilot numbers or pilot number groups
- I Report templates,
 - availability,
 - user availability detail
- I For unavailable code reporting use custom reports



Custom Group Member Summary

Created On 26/03/2008 12:00:43

Covering Period 26/03/2008 00:00:00 to 26/03/2008 23:59:59

Report Filtered To:

Show summaries for the device type: Organisation Group

Transferred calls are being reported as a multiple calls.

<u>Group</u>	<u>Inc.</u>	<u>First Log In At</u>	<u>Last Log Out At</u>	<u>Bluesheres - Unavailable Count</u>	<u>Email Handling - Unavailable Count</u>	<u>Lab Investigation - Unavailable Count</u>
Head Office						
Richard Horsley	1	26/03/2008 11:50:03	26/03/2008 11:59:59	0	0	1
Totals	2			0	0	1

User Availability Detail

Created On 24/10/2008 15:05:21

Covering Period 01/08/2008 00:00:00 to 02/08/2008 23:59:59

Report Filtered To:

Only include organisation groups: Organisation.

Time	Type	Extension	Pilot Name	Code	Duration
2910 - Dave Simmons					
01/08/2008 10:05:41	Logged On	2910	General Sales		06:33:58
01/08/2008 10:39:50	In Wrapup	2910			00:00:16
01/08/2008 10:40:06	Out Wrapup	2910			
01/08/2008 11:45:35	In Wrapup	2910			00:00:15
01/08/2008 11:45:50	Out Wrapup	2910			
01/08/2008 12:08:58	In Wrapup	2910			00:00:16
01/08/2008 12:09:14	Out Wrapup	2910			
01/08/2008 16:39:39	Logged Off	2910	General Sales		31:20:21

Availability:

- Unavailable codes
- User Availability

User Availability Profile

Created On 24/10/2008 15:16:57

Covering Period 01/08/2008 09:00:00 to 02/08/2008 17:59:59

Report Filtered To:

Only include organisation groups: Organisation.

Interval Period	Number of Calls			Logged On		Unavailable		Wrapup		DND	
	Inc.	Abd.	Out.	Min.	Max.	Min.	Max.	Min.	Max.	Min.	Max.
01/08/2008 09:00:00 - 01/08/2008 10:00:00	1	0	2	0	1	0	1	0	0	0	0
01/08/2008 10:00:00 - 01/08/2008 11:00:00	3	0	1	1	2	1	1	0	1	0	0
01/08/2008 11:00:00 - 01/08/2008 12:00:00	5	1	1	2	2	0	1	0	1	0	0
01/08/2008 12:00:00 - 01/08/2008 13:00:00	2	2	2	2	2	0	1	0	1	0	0
01/08/2008 13:00:00 - 01/08/2008 14:00:00	2	2	2	2	2	1	1	0	0	0	0
01/08/2008 14:00:00 - 01/08/2008 15:00:00	2	0	2	2	2	1	1	0	0	0	0
01/08/2008 15:00:00 - 01/08/2008 16:00:00	3	0	5	2	2	0	1	0	0	0	0
01/08/2008 16:00:00 - 01/08/2008 17:00:00	4	0	3	1	2	0	0	0	0	0	0
01/08/2008 17:00:00 - 01/08/2008 18:00:00	1	0	0	0	1	0	0	0	0	0	0
01/08/2008 18:00:00 - 01/08/2008 19:00:00	0	0	0	0	0	0	0	0	0	0	0

Application user:

- Can see real time screens
- Can load public screen layouts and create their own layouts
- Rights and options can be limited by creating different logins.

Following roles on next slide all use an “Application Users License”

- User
- Supervisor
- PBX admin
- Enterprise admin

For Call Centre Agents a User Login could be configured that offers restricted possibilities. (Agent Desktop User) e.g.

- Limited real time screens
- Screen layout that can not be changed
- If Agent Control license: Agent control toolbar

User function per Role

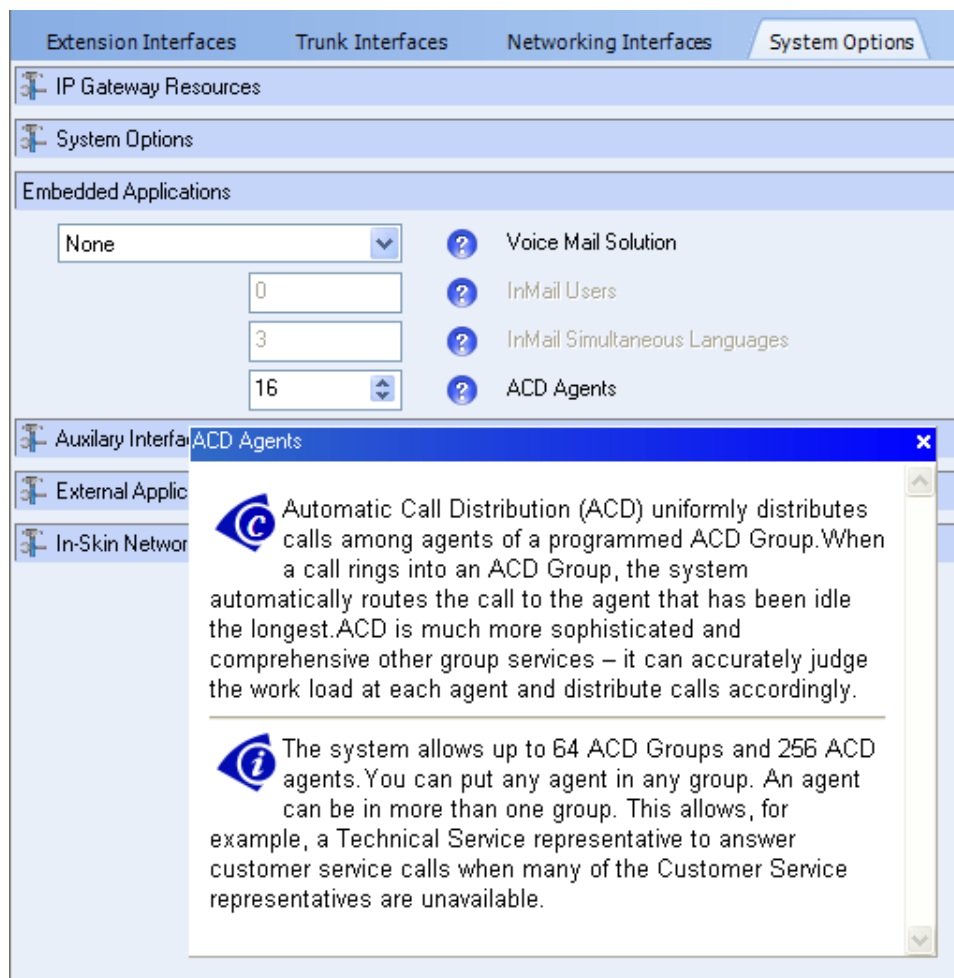
Call Centre

	Agent desktop user	WB User	User	Supervisor	ACD supervisor	PBX admin	Enterprise admin
View agent desktop layout	*	*	*	*	*	*	*
Create real time windows		*	*	*	*	*	*
Save/Load screen layouts		*	*	*	*	*	*
View live call records/ alarm/ audit entries	*		*	*	*	*	*
ACD real time		*			*		
Configure/ run reports				*	*	*	*
ACD reports					*		
Configure collectors						*	*
Configure SV8100/ organisation/ callers/ costs/ alarms						*	*
Backup/ restore db						*	*
Remove unwanted info						*	*
Import bill						*	*
Re-cost calls						*	*

Wallboard user

- Designed purely to display statistics and status
- Can be used on a large display in a call centre
- Can load public layouts and create their own layouts





Example Configuration:

System Licenses

- 16 concurrent (SV8100-MyACD) Agents

System Reports		
System Reports		
Quote	Material Specification	Configuration Differences
Qty	Prod.Code	Description
		SV8000 - iSPBX
	1 9600 041 68000	UNIVERGE SV8100 R5 System DVD
	1 BE108094	SV8100 Starter Package EU
	1 BE106405	CH2U RACK MOUNT KIT
		SV8000 - PBX LMS Licences
	1 BE107576	LK-SYS-SMDR-LIC
	16 BE107581	LK-SYS-ACD-CLIENT1-LIC

Prophix Example

Call Centre

MyCalls

MyCalls Application Selection

MyCalls Call Centre

16

MyCalls Call Manager and Call Centre Options

5

0

0

MyCalls Call Centre Options

1

1

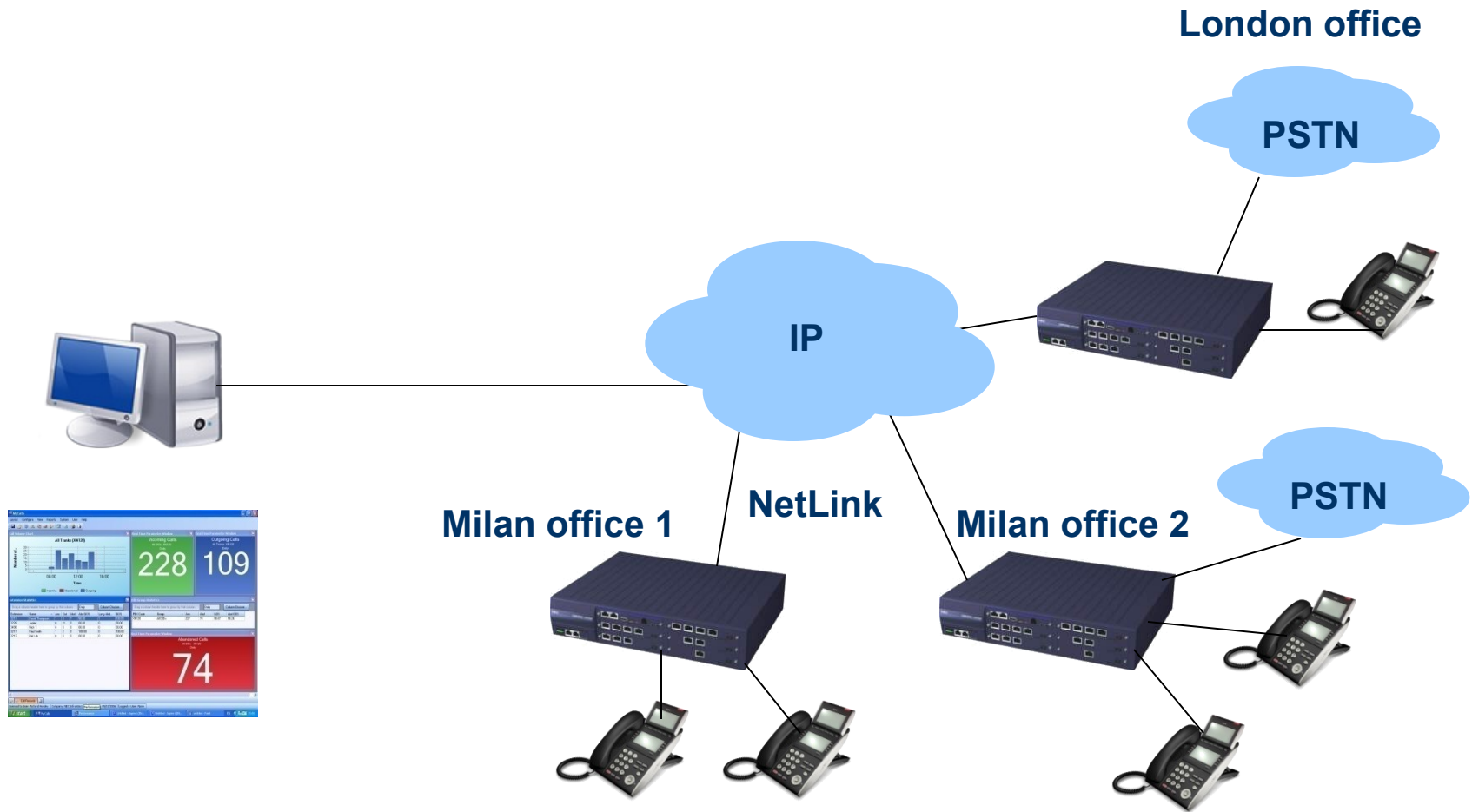
☒

MyCalls Call Recorder

- MyCalls Call Centre
 - 1 SuperVisor included
 - 16 Agents
 - to Monitor\Report\etc. concurrently
 - 5 concurrent Users
 - Reporting and Agent toolbar if Agent Control license available
 - 1 Additional SuperVisor
 - Agent Control
 - Log Agents in via MyCalls
- NB. Only DTxxx Agents)

Quote		Material Specification	Configuration Differences
Qty	Prod.Code	Description	
		SV8000 - iSPBX	
	1 9600 041 68000	UNIVERGE SV8100 R5 System DVD	
	1 BE108094	SV8100 Starter Package EU	
	1 BE106405	CH2U RACK MOUNT KIT	
		SV8000 - MyCalls Licences	
	1 EU000071	LK-MyCalls-Wallboard	
	1 EU000014	LK-MyCalls-Call Centre - 20 Agents	
	1 EU000044	LK-MyCalls-Agent Control	
	1 EU000005	LK-MyCalls-Add. Application Users 5	
	1 EU000020	LK-MyCalls-Add. ACD Supervisor	
		SV8000 - PBX LMS Licences	
	1 BE107576	LK-SYS-SMDR-LIC	
	16 BE107581	LK-SYS-ACD-CLIENT1-LIC	

MyCalls Enterprise

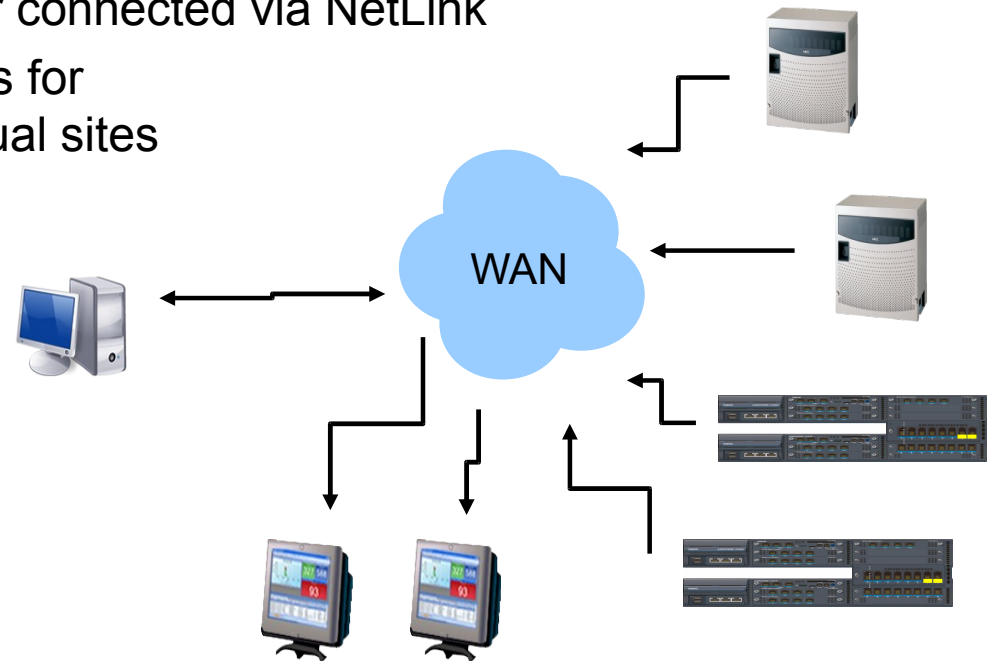


Functionality:

- MyCalls Call Manager plus:
 - Multi site capabilities
 - Scalable up to approximately 300 PBX's (multiple switch types)
 - SV8100s can be standalone or connected via NetLink
 - Presents real time info / reports for entire organisation and individual sites

Licenses

- Licensed per
 - Netlinked SV8100
 - Non Netlinked SV8100
 - All licenses are loaded in Central Node



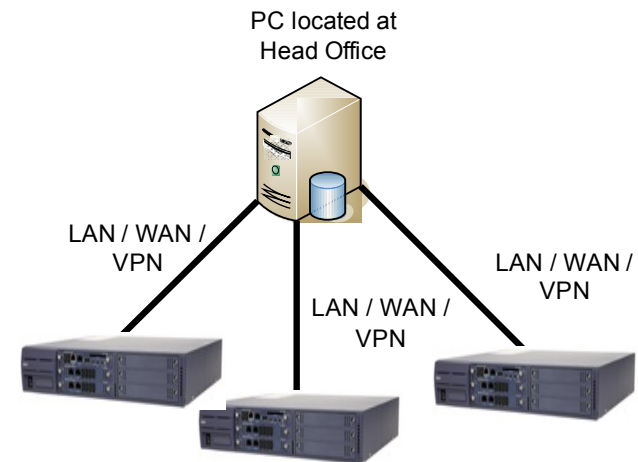
- I NetLink
 - All P-commands are output from Primary Netlink system
 - Netlink sites on same IP subnet ☐
 - No enterprise license is required, but cheaper Netlink node license
- I FeatureNet / AspireNet does not pass P-events or SMDR
- I SIP trunks pass normal trunk / DDI info
- I Call recording always need local PC

Single Server – Multi PBX

Enterprise

For non-Netlink networks:

- SMDR and P-commands output from each PBX and collected at central PC
- Consider bandwidth if you are installing many sites (P-commands and SMDR)
- MyCalls client sw can be installed at any of the sites for reporting
- Only suitable to up to 10 SV8100s / Aspires or 30 XN120's
- Find PC requirements in manual



Clustered Installation

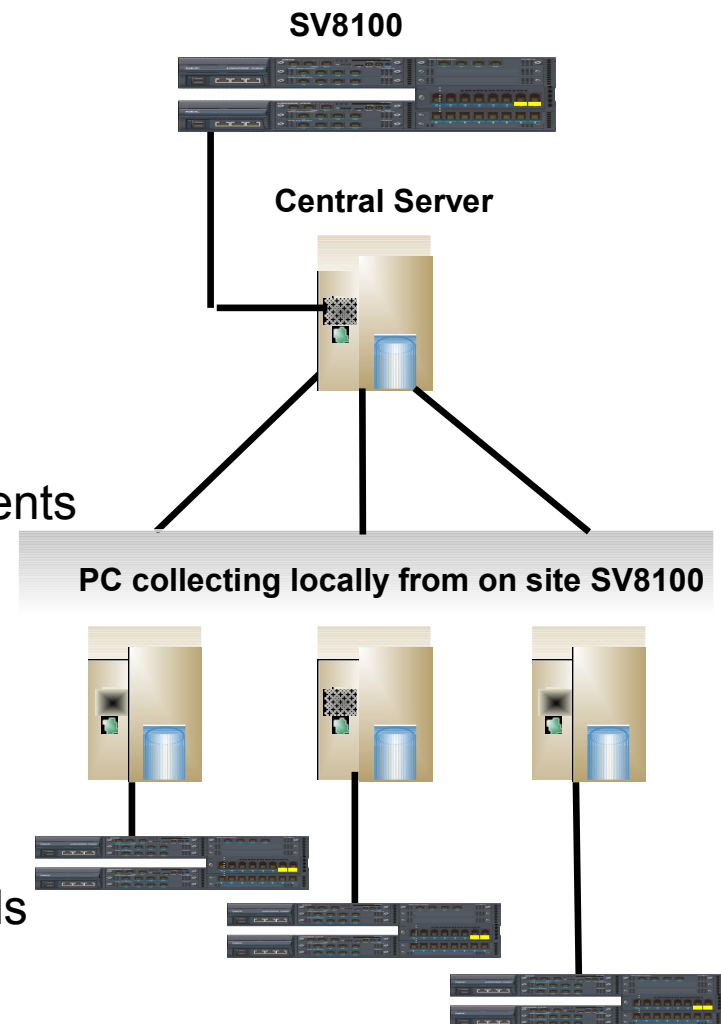
Enterprise

Cluster server:

- Stores data from all sites
- Holds the license for all of enterprise
- Can run reports for the whole enterprise
- Can't see real time screens for node cluster clients

Node cluster client:

- Collects SMDR/P-event locally and feeds unified stream to cluster server
- Method uses less bandwidth as all P-commands are not sent to central server
- Has real time screens for its own SV8100 and can run reports for it



Prophix Example: Netlink

Enterprise

MyCalls

MyCalls Application Selection

MyCalls Call Manager ? MyCalls Application

Number of Call Centre Agents ?

MyCalls Call Manager and Call Centre Options

1 ? Application Users (Concurrent)

5 ? Number of Netlinked 8100's to monitor

0 ? Number of Non-Netlinked 8100's to monitor

MyCalls Call Centre Options

0 ? Additional ACD Supervisors (Concurrent)

0 ? Wall Board (Concurrent)

☐ ? Agent Control

MyCalls Call Recorder

MyCalls

- MyCalls Call Manager
 - 1 SuperVisor included
- 1 concurrent Users
- 5 Nodes connected via NetLink

System Reports		
System Reports		
Quote	Material Specification	Configuration Differences
Qty	Prod.Code	Description
<input type="checkbox"/>		SV8000 - iSPBX
	1 9600 041 68000	UNIVERGE SV8100 R5 System DVD
	1 BE108094	SV8100 Starter Package EU
	1 BE106405	CH2U RACK MOUNT KIT
<input type="checkbox"/>		SV8000 - MyCalls Licences
	4 EU000102	LK-Mycalls-Netlink Node
	1 EU000003	LK-MyCalls-Call Manager
	1 EU000004	LK-MyCalls-Add. Application User
<input type="checkbox"/>		SV8000 - PBX LMS Licences
	1 BE107576	LK-SYS-SMDR-LIC

Prophix Example: Non-Netlink

Enterprise

MyCalls

MyCalls Application Selection

MyCalls Call Manager ? MyCalls Application
 ? Number of Call Centre Agents

MyCalls Call Manager and Call Centre Options

? Application Users (Concurrent)
 ? Number of Netlinked 8100's to monitor
 ? Number of Non-Netlinked 8100's to monitor

MyCalls Call Centre Options

? Additional ACD Supervisors (Concurrent)
 ? Wall Board (Concurrent)
☐ ? Agent Control

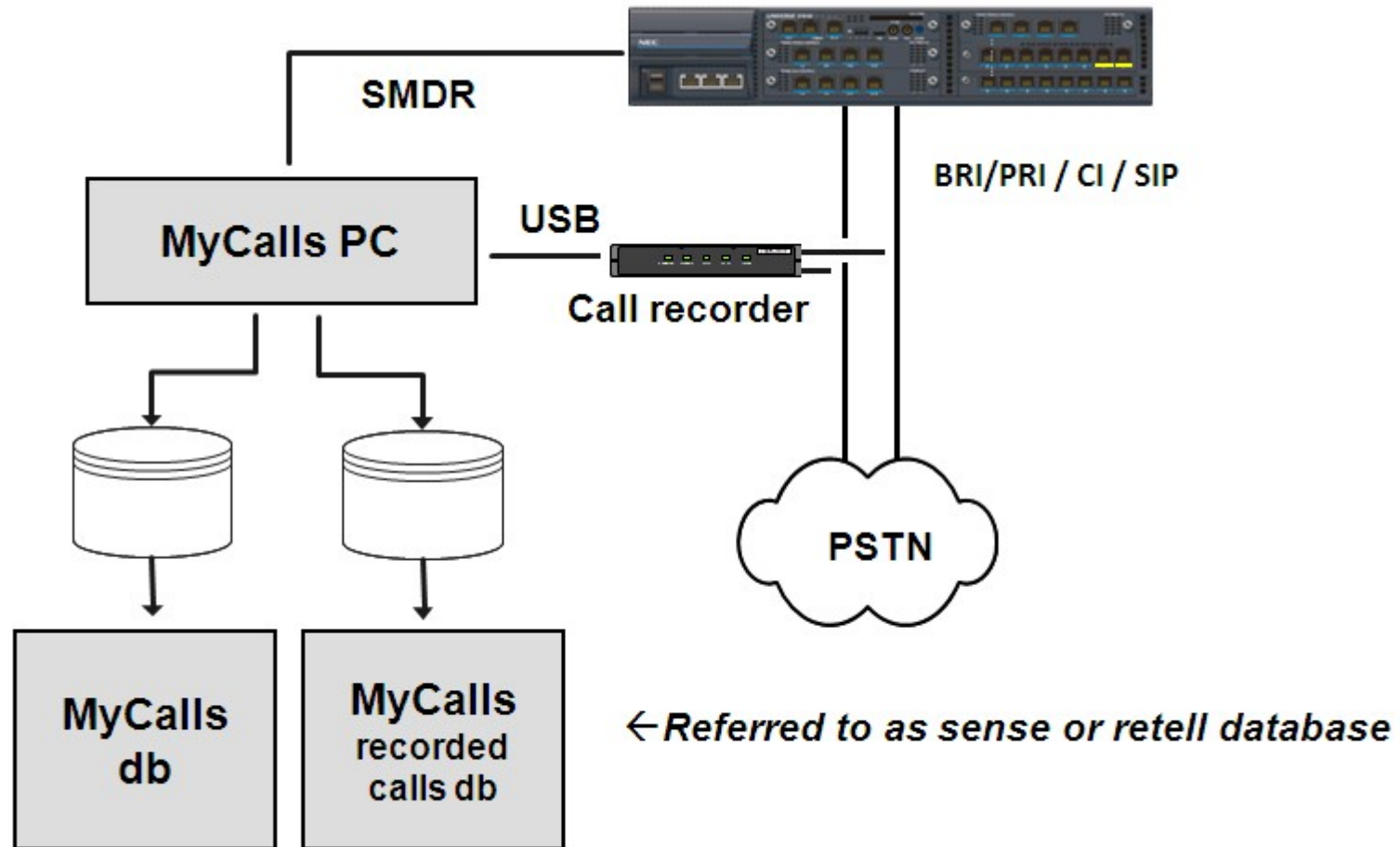
MyCalls Call Recorder

MyCalls

- MyCalls Call Manager1
 - SuperVisor included
- 1 concurrent Users
- 5 Nodes connected via Non-NetLink protocol

System Reports		
System Reports		
Quote	Material Specification	
Qty	Prod.Code	Description
E	1 9600 041 68000	SV8000 - iSPBX UNIVERGE SV8100 R5 System DVD
	1 BE108094	SV8100 Starter Package EU
	1 BE106405	CH2U RACK MOUNT KIT
E	1 EU000010	SV8000 - MyCalls Licences LK-MyCalls-Enterprise Main Site
	5 EU000003	LK-MyCalls-Call Manager
	1 EU000004	LK-MyCalls-Add. Application User
E	1 BE107576	SV8000 - PBX LMS Licences LK-SYS-SMDR-LIC

Call recording



I **Functionality**

- Call recording unit connected in line with ISDN trunk (CO, BRI, PRI, SIP)
- Calls terminated at call recording unit and re-generated to SV8100
- Strong integration between Call Logging and Call Recording

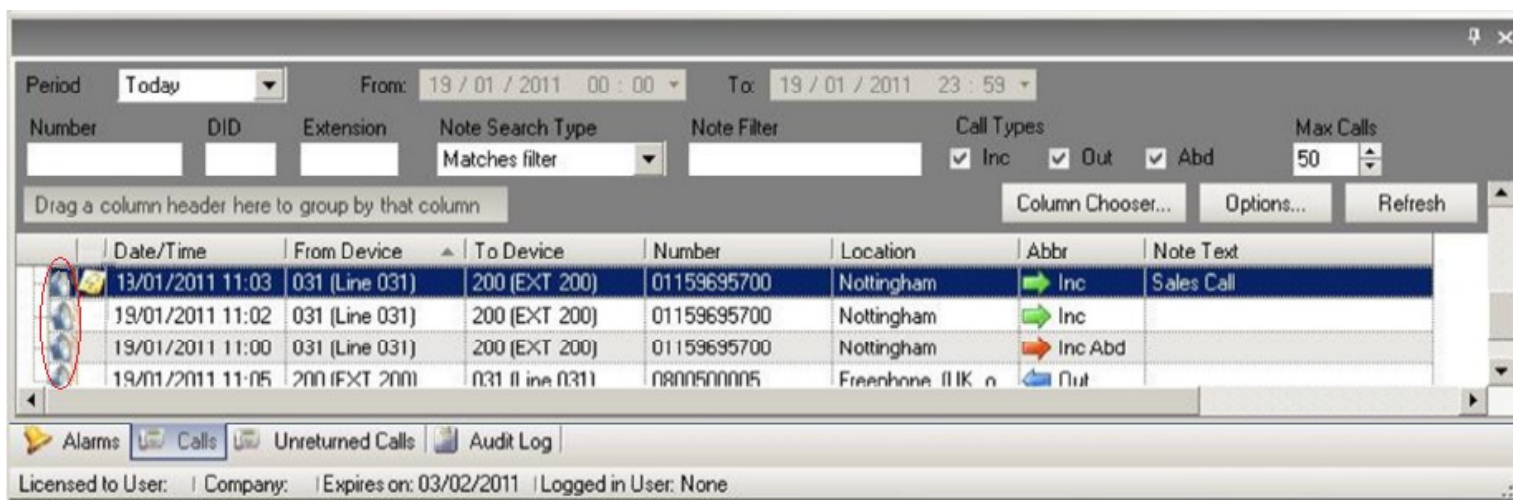
I **Licenses**

- Standard Call recording itself is not licensed
- Enhanced Player requires a license
- Number and Type of trunks that have to be recorded is license

I **Restrictions**

- Recorder must be located near SV8100
- USB lead streams calls to PC

- Play calls back from call recording database
- Calls can be searched by CLI, DDI, date & time, Ext nr, agent ID
- Users can be given permission to play back calls
- Multiple site playback
- Exclude calls from recording based on DDI, extension or CLI
- Configurable user playback options
- Column chooser available to add and remove columns



Example Standard Player

Call Recording

Call Player - MyCalls

00:04

00:04 00:08 00:12 00:16 00:20 00:24

Begin: 00:00:00:000 End: 00:00:00:000
☐ Play selected range/sound clip
☐ Auto move to next call

Play List Note

Drag a column header here to group by that column

Column Chooser.

Date/Time	From Device	To Device	Number	User	Abbr	Duration
19/01/2011 11:02	031 (Line 031)	200 (EXT 200)	01159695700	None	→ Inc	00:00:04
19/01/2011 11:05	200 (EXT 200)	031 (Line 031)	08005000005	None	← Out	00:00:08
19/01/2011 11:09	031 (Line 031)	205 (EXT 205)	01159695700	None	→ Inc Tfr	00:00:27
19/01/2011 11:09	031 (Line 031)	200 (EXT 200)	01159695700	None	→ Inc	00:00:07
19/01/2011 11:09	031 (Line 031)	201 (EXT 201)	01159695700	None	→ Inc Tfr	00:00:08
19/01/2011 11:09	031 (Line 031)	204 (EXT 204)	01159695700	None	→ Inc Tfr	00:00:10
19/01/2011 11:09	031 (Line 031)	205 (EXT 205)	01159695700	None	→ Inc Tfr	00:00:02

- I Besides the standard player an Enhanced Player is available
 - Required license: LK-MyCalls-EnhancedCallPlay EU100021

- I The enhanced call player has extra features such as:
 - Waveform display,
 - Sound Clips,
 - Section Marker,
 - Bulk Call Recording Export
 - Volume, Balance and Playback speed.

Example Enhanced Player

Call Recording

Call Player - MyCalls

00:04 00:08 00:12 00:16 00:20 00:24 00:28 00:29

Begin: 00:00:00:000 End: 00:00:00:000

☐ Play selected range/sound clip

☐ Auto move to next call

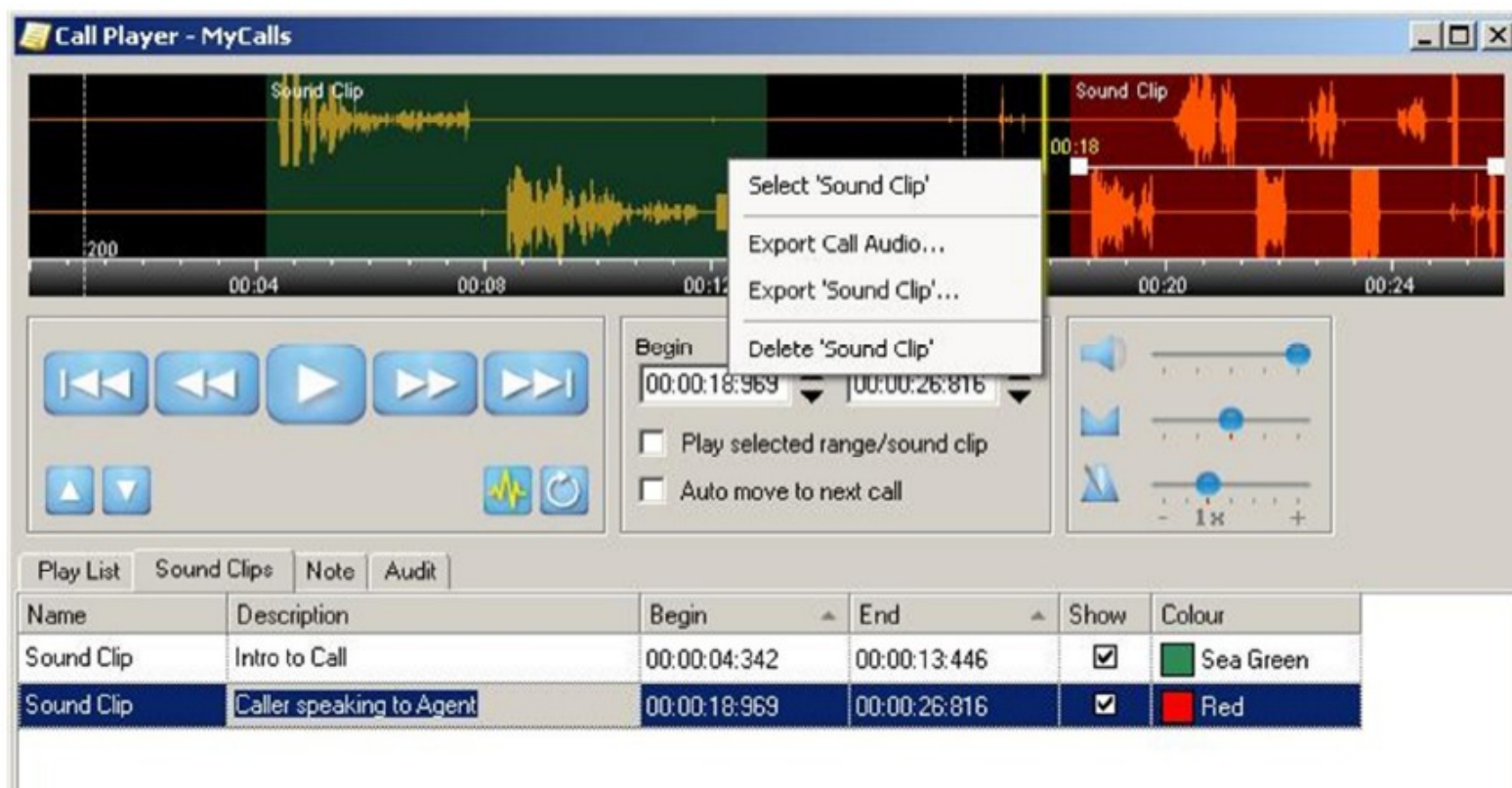
Play List Sound Clips Note Audit

Drag a column header here to group by that column

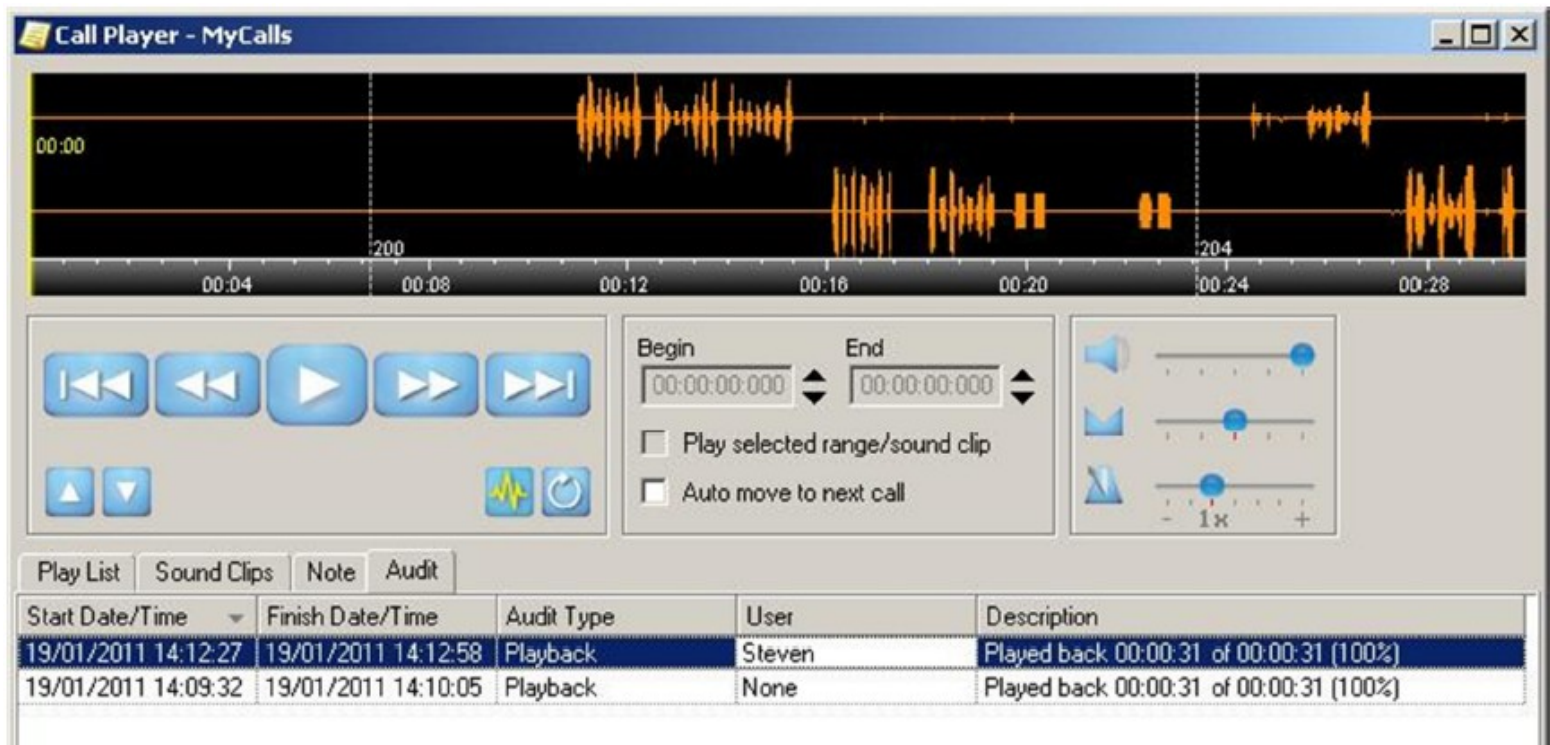
Date/Time	From Device	To Device	Number	User	Abbr	Duration
19/01/2011 14:07	031 (Line 031)	204 (EXT 204)	01159695700	None	Inc Tfr	00:00:24
19/01/2011 14:07	031 (Line 031)	200 (EXT 200)	01159695700	None	Inc	00:00:17
19/01/2011 14:07	031 (Line 031)	204 (EXT 204)	01159695700	None	Inc Tfr	00:00:07

00:00:29 / 00:00:30

- I Sound clips can also be added to calls so that they can be broken down into sections for analysis.
 - Individual audio sections of the call can then be exported.



- Call Playback Auditing is an option of the Enhanced Call Player.
 - It will show when a user plays back a call, when sound clips have been added and when a call has been exported.
 - Call Auditing License : LK-MyCalls-CallAuditing EU100022



- The Playback Audit Report will show all auditing information against groups of users.

The screenshot shows a 'Report Viewer' window with a toolbar at the top containing navigation icons and 'Page 1' and '100%' indicators. Below the toolbar is a tab labeled 'Main Report'. The main content area is titled 'Playback Audits for each User'. Below the title, it shows 'Created On 19/01/2011 14:14:56' and 'Covering Period 19/01/2011 00:00:00 to 19/01/2011 23:59:59'. A section 'Report Filtered To:' follows, with text: 'Report grouped by the user who performed the operation . Include calls played back for a minimum of 10%. Include audits for Playback , Export , Configuration . Exclude audits for Clip.' Below this is a table with the following columns: **Audit Start Time**, **Audit Stop Time**, **Call User**, **Audit Type**, **Call Type**, **Number**, and **Description**. The table lists five audit entries for user 'Steven'. The first two entries are 'Playback' events for call number '01159695700'. The last three entries are 'Configuration' events. At the bottom of the window, a status bar shows 'Current Page No.: 1', 'Total Page No.: 1', and 'Zoom Factor: 100%'.

Audit Start Time	Audit Stop Time	Call User	Audit Type	Call Type	Number	Description
19/01/2011 14:12:27	19/01/2011 14:12:58	None	Playback	Inc	01159695700	Played back 00:00:30 of 00:00:30 (100%)
19/01/2011 14:12:27	19/01/2011 14:12:58	None	Playback	Inc Tfr	01159695700	Played back 00:00:30 of 00:00:30 (100%)
19/01/2011 14:13:56	19/01/2011 14:13:56		Configuration			Call Recording Rules Edited
19/01/2011 14:13:58	19/01/2011 14:13:58		Configuration			Call Recorder Ports or Trunk Mappings Edited
19/01/2011 14:13:59	19/01/2011 14:13:59		Configuration			Call Recorder Added/Removed or Trunk Licensing Edited

I Required Software and Hardware

- MyCalls R3 Software (Call Manager, Call Centre or Enterprise).
- MyCalls Call Recorder Package (Analogue. ISDN or SIP)
- Enhanced Call Player License : LK-MyCalls-EnhancedCallPlay EU100021
- Call Auditing License : LK-MyCalls-CallAuditing EU100022

	Waveform Display	Sound Clips	Section Marker	Single Call Recording Export	Bulk Call Recording Export	Volume, Balance, Playback Speed
Standard				✓		
Enhanced	✓	✓	✓		✓	✓

- Calls stored are compressed and encrypted
- 100 Hours of recording needs 1GB of disk space (dedicated PC)
- Calls can be saved as WMA or wav format
- Customer they may need to seek legal advice on call recording
- Works the same on SV8100, XN120 and Aspire
- Different MyCalls software needed for each PBX Type

Call recorder:

- Call recording up to 200 channels
- If it loses power, all calls in progress drop and then any new calls presented will connect
- 'Ears' available to rack mount it
- Takes its time value from PC (take care that PC time = SV8100 time)
- Sense software to be installed

For call recording up to **30 Channels**:

- MyCalls and Sense can exist on the same PC
- Minimum Intel Pentium 4 3GHz Processor
- 1GB RAM and 100GB of available hard disk space
- Windows XP Pro
- Sound card and speakers are required for call playback
- Available USB ports for the recording unit

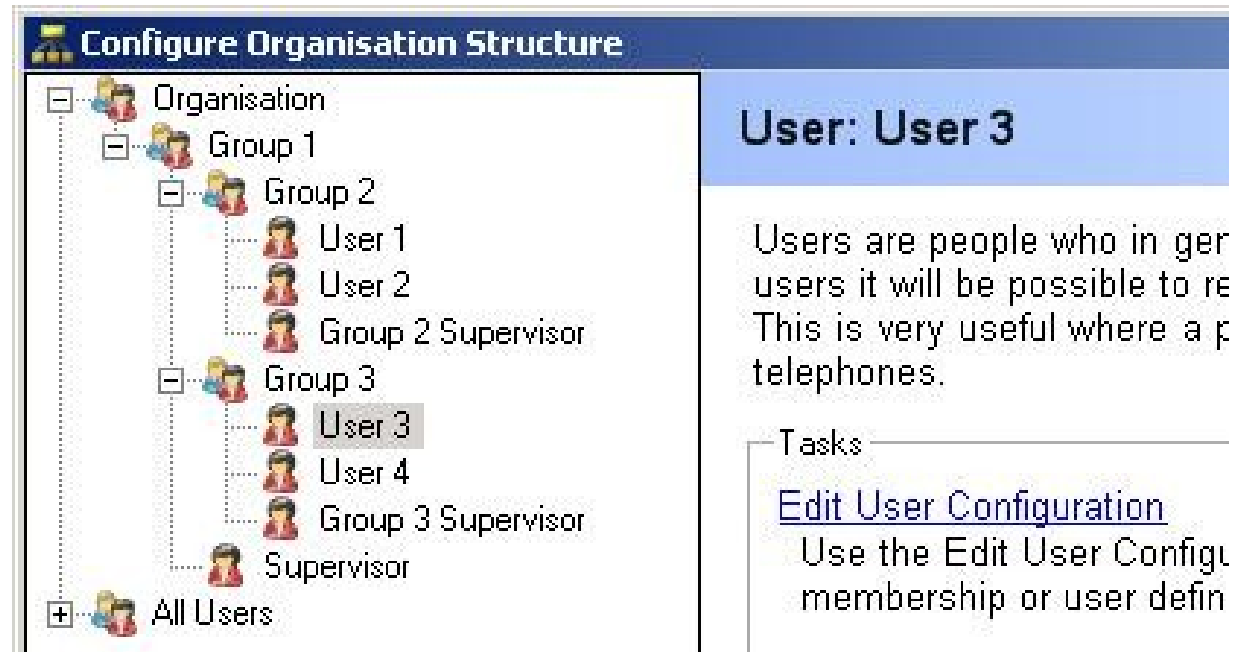
For a call recording up to **200 channels**:

- MyCalls and Sense must be installed on different PC's
- Minimum Intel Dual Core 3GHz Processor
- 2GB RAM and 200GB of available hard disk space
- Windows XP Pro
- Sound card and speakers are required for call playback
- Available USB ports for the recording unit

**Actual
values
in
manual**

Example

- Users can only playback calls from their own groups



In the above example:

- User Supervisor can playback call from group 2 and 3
- Group 2 & 3 supervisor can only playback calls from their own groups

Recording functions

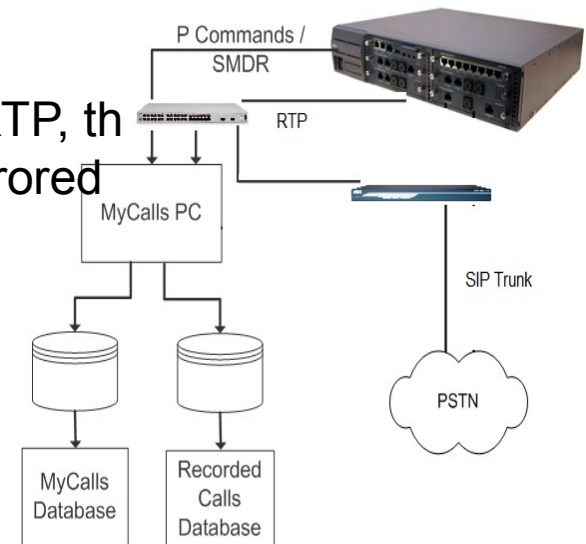
- Access controlled playback
- Selective recording
- Network bandwidth throttling on playback
- DVD RAM backup
- Export for email
- Use sense interface to backup call and configuration
- Backups should be run manually
- MyCalls backups also required
- Advanced search for records:
- Date / time
- Trunk or trunk group
- Extension of extension group
- Dialed / received number
- Costing type (mobile, local, national etc)
- Call duration
- Call type (incoming, outgoing etc)

Recorder Types

Trunk channel types in Prophix:

- Analoge CO Trunks
- ISDN BRI
- ISDN PRI
- SIP trunks (R4)

- The call recorder monitors the Data network for RTP, therefore requires to be placed behind a hub or Mirrored switch



Note:

Prophix automatically generates trunk blades

Recorder Types

Trunk channel types in Prophix:

- Analogue CO Trunks
- ISDN BRI
- ISDN PRI
- SIP trunks (R4)

MyCalls

MyCalls Application Selection

MyCalls Call Manager ? MyCalls Application ? Number of Call Centre Agents

MyCalls Call Manager and Call Centre Options

? Application Users (Concurrent) ? Number of Netlinked 8100's to monitor ? Number of Non-Netlinked 8100's to monitor

MyCalls Call Centre Options

? Additional ACD Supervisors (Concurrent) ? Wall Board (Concurrent) ☐ ? Agent Control

MyCalls Call Recorder

? ISDN PRI Trunk 8 Channels Recorder ? ISDN PRI Trunk 16 Channels Recorder ? ISDN PRI Trunk 30 Channels Recorder ? ISDN BRI Trunk Recording Channels ? Analogue Trunk Recording Channels ? SIP Trunk Recording Channels ☐ ? Call Recorder Rack Mount Kits ☐ ? Enhanced Call Player ☐ ? Call Recording Auditor

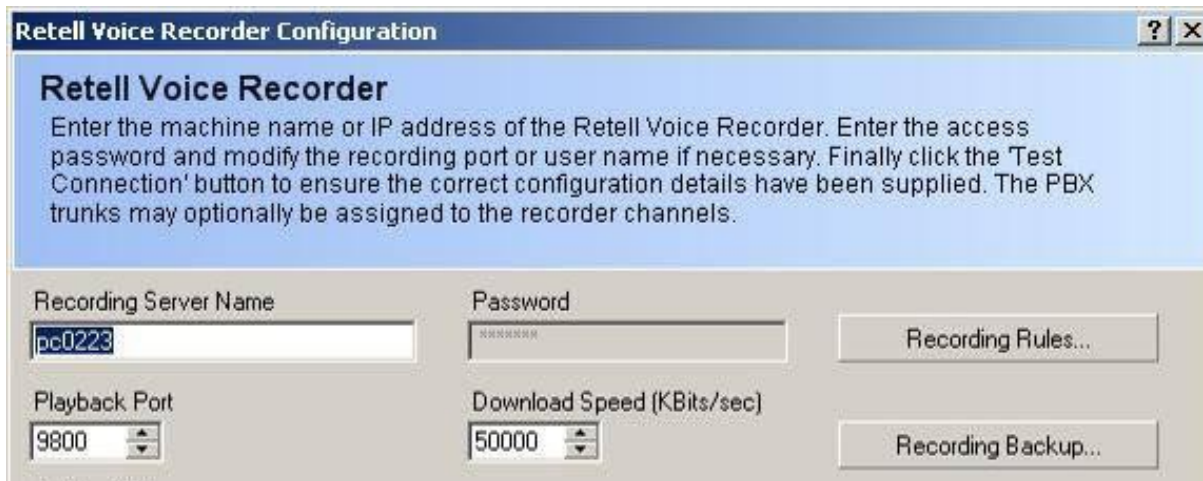
System Reports		
System Reports		
Quote	Material Specification	
Qty	Prod.Code	Description
SV8000 - iSPBX		
1	9600 041 68000	UNIVERGE SV8100 R5 System DVD
1	BE108094	SV8100 Starter Package EU
1	BE107322	PZ-ME50-EU
1	BE106405	CH2U RACK MOUNT KIT
3	BE106359	CD-PRTA
SV8000 - MyCalls		
3	EU909008	MyCalls Call Rec. 8ch PRI Pack
3	EU000055	Call Recorder Unit PRI (8ch)
3	EU000038	LK-MyCalls-Call Rec. 8Ch Dig. Trunk
SV8000 - MyCalls Licences		
1	EU000003	LK-MyCalls-Call Manager
SV8000 - PBX LMS Licences		
1	BE107576	LK-SYS-SMDR-LIC

- Note:
Prophix automatically generates trunk blades!

- I manually backup through MyCalls
- I schedule automatic archives through MyCalls
- I Once archived, old calls could be deleted

- I Default:
Call recorder will keep on recording calls until there is 10GB of available disk space remaining on PC
 - Then call recording software will delete oldest recorded calls that have been archived
 - If archiving has not been configured:
recording continues until 2GB of free space remaining, Then it will stop recording

- Manual archive using MyCalls backup facility



Retell Voice Recorder Configuration

Retell Voice Recorder
Enter the machine name or IP address of the Retell Voice Recorder. Enter the access password and modify the recording port or user name if necessary. Finally click the 'Test Connection' button to ensure the correct configuration details have been supplied. The PBX trunks may optionally be assigned to the recorder channels.

Recording Server Name:

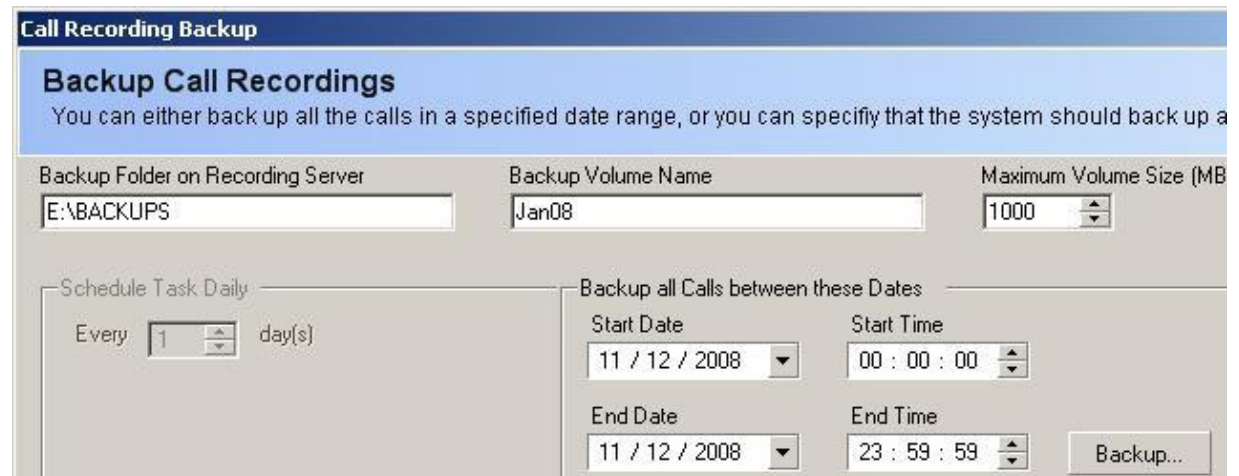
Password:

Playback Port:

Download Speed (KBits/sec):

Recording Rules...

Recording Backup...



Call Recording Backup

Backup Call Recordings
You can either back up all the calls in a specified date range, or you can specify that the system should back up a

Backup Folder on Recording Server:

Backup Volume Name:

Maximum Volume Size (MB):

Schedule Task Daily
Every day(s)

Backup all Calls between these Dates

Start Date:

Start Time:

End Date:

End Time:

Backup...

- To enable scheduled archive, select 'Schedule a Backup of all Un-Backed up Calls'
- Choose how often archive should run (schedule task drop down menu)
- Email address can be entered so that when any errors are generated, they can be emailed out to backup administrator

The screenshot shows the 'Call Recording Backup' configuration window. The title bar is 'Call Recording Backup'. Below it is a section 'Backup Call Recordings' with a subtitle: 'You can either back up all the calls in a specified date range, or you can specify that the system should back up all the calls that have not been backed up yet.' The window contains several input fields and a checkbox. The 'Backup Folder on Recording Server' is 'd:\backups\' and the 'Backup Volume Name' is 'dec08'. The 'Max' value is '650'. A checkbox 'Schedule a Backup of all Un-Backed up Calls' is checked. Below it, the 'Schedule Task' dropdown menu is open, showing options: 'Daily', 'Once', 'Minute', 'Hourly', 'Daily' (selected), 'Weekly', and 'Monthly'. The 'Start Time' is '31 / 01 / 2006 00 : 00 : 00'. To the right, there is a section 'Backup all Calls between the' with 'Start Date' and 'End Date' both set to '12 / 12 / 2008'. At the bottom, the 'Email address for scheduled backup failure notifications' is 'rhorsley@neci.co.uk'.

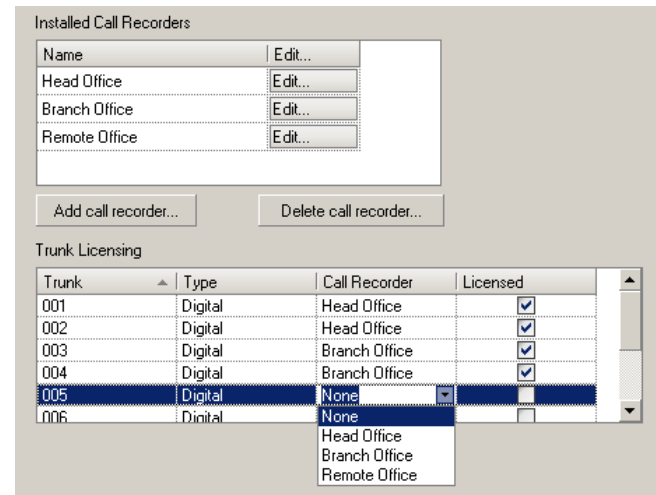
Field	Value
Backup Folder on Recording Server	d:\backups\
Backup Volume Name	dec08
Max	650
Schedule a Backup of all Un-Backed up Calls	<input checked="" type="checkbox"/>
Schedule Task	Daily
Start Time	31 / 01 / 2006 00 : 00 : 00
Backup all Calls between the	
Start Date	12 / 12 / 2008
End Date	12 / 12 / 2008
Email address for scheduled backup failure notifications	rhorsley@neci.co.uk

Call recording - Netlink

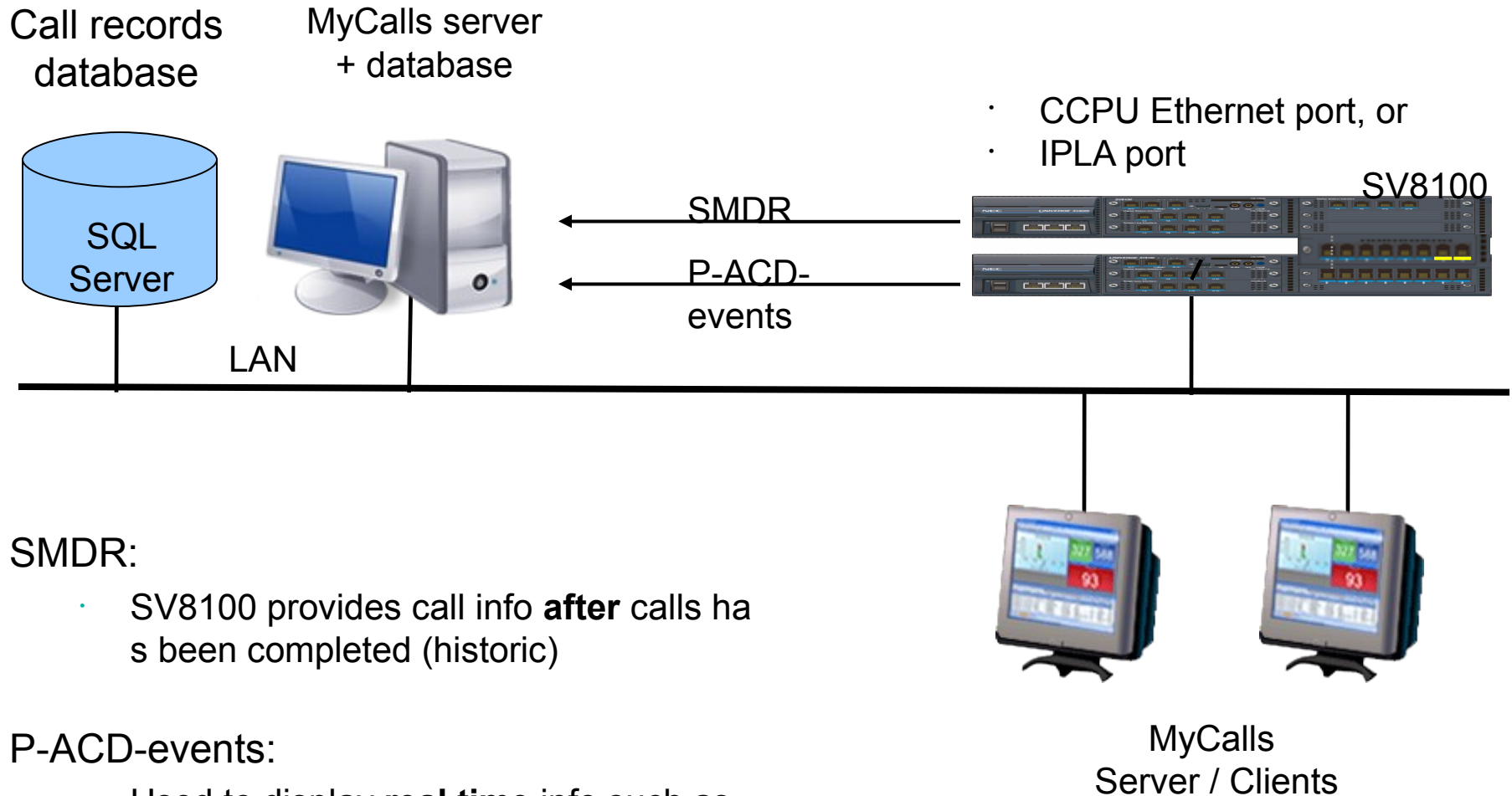
Call Recording

Call recording for NetLink used over a number of remote sites:

- Install physical call recording unit at each remote site
- MyCalls Call Manager/Call Centre at each site
- Main site requires MyCalls Enterprise
- Install Call Recorder and software as normal
- Configure MyCalls to be aware of remote call recorder installations
- Add multiple recorders to the call recording configuration
- Configure each call recording server as required



MyCalls Environment



- I Recommended (for actual advice: see Manual)
 - Intel dual core processor 2.66GHz, 1GB RAM
 - Min 10GB available hard disk space
 - Dedicated PC

- I MyCalls R3 is supported on the following Operating systems
 - Windows XP Pro min SP2 – 32 BIT only
 - Windows Server 2003 SP2 – 32 BIT only
 - Windows Vista Business, Ultimate and Enterprise 32 BIT only
 - Windows 7 Professional, Ultimate and Enterprise 32 and 64 BIT
 - Windows Server 2008 – 32 and 64 BIT
 - MyCalls is also supported on Terminal Services and Hyper V running on a Windows 2008 Server

- I **Note:**
 - MyCalls Call Recorder is currently only available for:
 - Microsoft XP, Vista, 7 and 2003 Server. (32 Bit Only)
 - Call recording is not possible in a Virtual OS

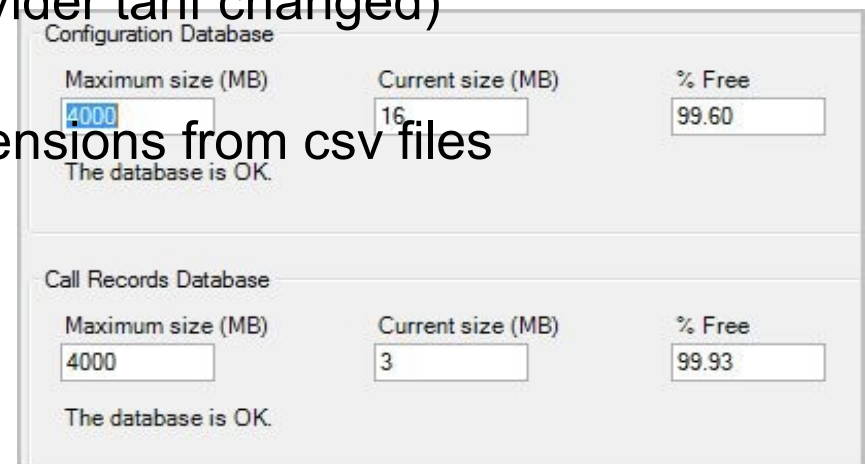
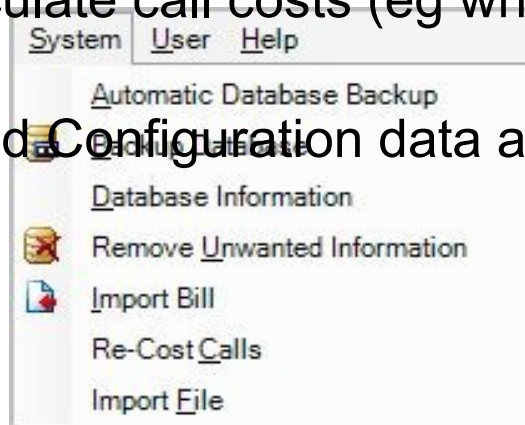
Installing MyCalls client allows other people to use MyCalls:

- I “Normal clients “
 - will install the full MyCalls application onto a PC
- I Network clients
 - run MyCalls from a shortcut on MyCalls Server
 - No need to upgrade client PCs when upgrading MyCalls server
- I Create users in organisation view to use MyCalls
- I By default there is 1 concurrent user of MyCalls

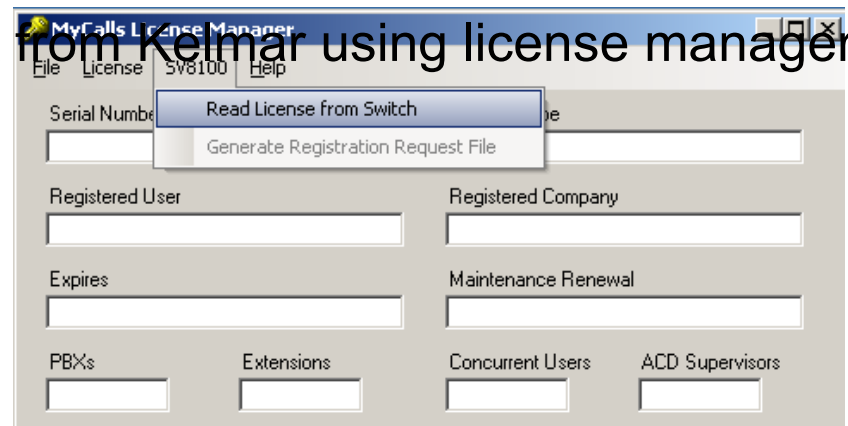
Configuration database and Call records database

- SQL Express 2005 (no license)
 - Used by default
 - Approx 16 Million Call records / 4GB of data
- MS SQL Server 2005 (expensive)
 - Used for High Call volume (Unlimited db size)
 - SQL Server 2000 not supported
- MyCalls installing on server already running SQL Server 2005
 - Generally if a customer has an SQL 2005 server, they might not want MyCalls installed on there too.
 - Connecting to existing SQL 2005 server requires custom installation
 - Install MyCalls db components on SQL Server
 - You then install MyCalls on a PC and configure it to store its data into MyCalls database on SQL Server

- Automated schedules to backup database for configuration and stored calls
- Manual backup databases
- Remove data (eg calls, alarms, audit entries, events or deleted devices lists)
- Import telephone Bill
- Re-calculate call costs (eg when provider tariff changed)
- Imported Configuration data and Extensions from csv files



- The MyCalls license is installed on to SV8100.
- You have to instruct MyCalls to read the license from the SV8100 inbuilt license server.
- The License manager is used to read licenses from SV8100
- Licenses read from SV8100 will work for 10 days, during that period the license needs to be registered with Kelmar
- Install the license that is emailed back from Kelmar using license manager
- You can check the renewal date (in help/about)



- From SV8100 R3 Release of MyCalls on (Version 2.5) there will no longer be the requirement to have the “**Annual Software Update**” in place in order to allow an upgrade to a later version of MyCalls.
- Instead MyCalls will employ a Version Based Licensing Scheme.
- When MyCalls V2.5 or above is initially purchased, you are obviously able to install that current version of MyCalls and are able to use the Features associated with that version.

However should the customer at any point then wish to upgrade to a later version of MyCalls to use any additional features available in that version, then a MyCalls Version Upgrade Licence has to be purchased to allow the upgrade.

- NB: Patches on existing version will be Free Of Charge

Licenses per December 2009

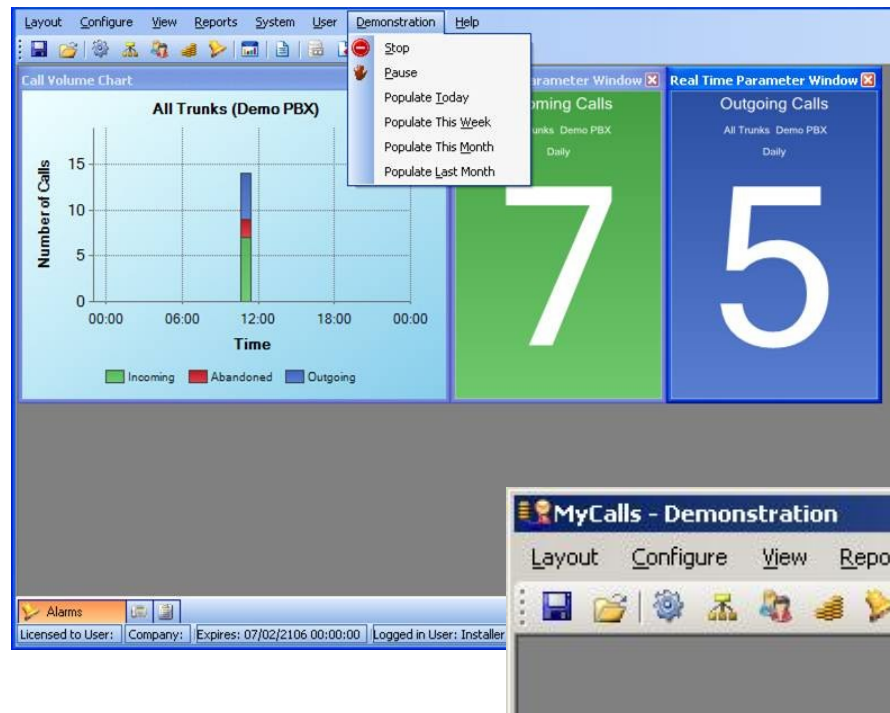
EU000117	LK-MyCalls Single Ver. Upgr.	My Calls Call Manager / My Calls Call Centre Single Version Upgrade PBX Allows MyCalls single version step upgrade only
EU000118	LK-MyCalls Any Ver. Upgr.	My Calls Call Manager / My Calls Call Centre Any Version Upgrade PBX Allows MyCalls multiple version steps upgrade
EU000122	LK-MyCalls Agent Single Ver.Upgr.	My Calls Agent Single Version Upgrade - Allows single version step upgrade for Call Centre agents only. This license is required per agent together with the application upgrade EU000117 for Single step upgrade of MyCalls Call Centre.
EU000123	LK-MyCalls Agent Any Ver.Upgr.	My Calls Agent Any Version Upgrade - Allows multiple version steps upgrade for Call Centre agents. This license is required per agent together with the application upgrade EU000118 for multiple step upgrade of MyCalls Call Centre.

phased out Licenses (dec. 2009)

EU000011	LK-MyCalls-Call Man./Enterprise SW	My Calls Annual Upgrade License fee. Yearly required to obtain the rights and ability to upgrade the MyCalls application.
EU000023	LK-MyCalls-CC Ann.SW update 1-10 Ag	My Calls Call Centre Annual Upgrade License fee for up to 10 Agents. Yearly required to obtain the rights and ability to upgrade the MyCalls appl.
EU000024	LK-MyCalls-CC Ann.SW update 10+Ag	My Calls Call Centre Annual Upgrade License fee for above 10 Agents. Yearly required to obtain the rights and ability to upgrade the MyCalls appl.

Demonstrator

- Separate install that has a call generator built in
- Can use the application just the same as the real version
- Provides options to populate database with set of calls for quicker reporting



Migrate from Aspire to SV8100

- I SMDR and P-cmd output needs licensing on SV8100:
 - For this it will be necessary to order **MyCalls Basic** license for SV8100 and this is currently free of charge
- I **Original license** for Aspire MyCalls, activated using Kelmar website and keyed to MyCalls PC, can continue to be used:
 - It is not necessary to acquire SV8100 MyCalls license from LMS
 - Should MyCalls PC ID change or new PC be required for any reason, then “Annual Software Updates” or a one-off relicensing fee will still be needed for relicensing
- I Following the conversion some small one-off changes are required to some MyCalls config files.
NEC Technical Support will be pleased to effect these changes to help ensure all goes smoothly
- I Complete story:
Technical Publication GTP034 & GTP022 on Bluespheres

Empowered by Innovation

NEC

Document History

10-02-2011 . Ver 5.00 – Changes for Mycalls R3
sheet xxxxxx

➤ New Version Features :-

- Faster reporting on member reports
- Hierarchical call records view
- Trunk status real time windows
- Call Notes
- Transferee Call grouping
- New call player (Licensed items)
 - Enhanced Call Player
 - Call Auditing
- Export call as a user property
- External data window from XML/ODBC and SQL Server
- Unreturned calls real time window
- Export Unreturned calls
- Web browser real time window
- Real time screen animation sequencing
- realtime screen format toolbar
- 64Bit support
- Certification on Windows 7
- Certification on Windows server 2008 R2
- Terminal server support

More details about MyCalss R3 see: Release Overview MyCalls R3