Oak

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advancereport

Call Logging & Reporting

Oak's call reporting software provides the detailed analytics needed to measure and manage your business performance.

Advance Report shows you just how productive your business is. It captures the details of every call that a business handles, displays this information on a wallboard screen, and uses it to generate a series of comprehensive reports. At a glance, you can see where calls are coming from and going to, who is making the most calls, how much your calls cost, and when your busiest and quietest periods are, and even detect possible fraud. With an informed understanding of your call flow you can better manage your business.

Choose Advance Report to:

○ **Reduce costs**

See an immediate reduction of up to 15% in call costs as well as the saving of staff time spent on unnecessary or long duration calls.

○ **Retain customers**

Impress callers by answering their calls quickly and handling their calls effectively.

○ **Increase sales**

Use the wallboard display to show telesales campaigns and to motivate staff to hit visible sales targets.

○ **Improve performance**

Analyse staff telephone usage and work with them to improve their telephone and telesales techniques.

○ **Detect fraud**

Identify telephone fraud early and avoid running up huge phone bills.

Wallboard Display.

Find out more at: www.oak.co.uk/report

Report is just about the most cost effective business application you can buy.

Call Logging & Reporting

Use Report to help reduce costs, retain customers, increase sales, improve performance, detect fraud and work smarter.

Options	Standard	Premium	Enterprise
Store Calls			
Fast retrieval of calls	Up to 1,000,000	Up to 10,000,000	Unlimited
High performance SQL database included	✓	✓	✓
Number of sites	single	Up to 5	Unlimited
Collect Calls			
Collection Server running as a Windows Service	✓	✓	✓
All telephone systems supported	✓	✓	✓
Local collection	✓	✓	✓
Remote collection, direct or IP buffer	✓	✓	✓
Search for Calls			
Site	single	Up to 5	Unlimited
Date, Day, Time, inclusive or exclusive	✓	✓	✓
Group, Extension, Line, Phone, CLI, DDI, Account	✓	✓	✓
Cost, Duration, minimum and maximum	✓	✓	✓
Historic Report Types			
Full range of Cost Control reports	✓ [2] only	✓	✓
Full range of Response Management reports	✓ [1] only	✓	✓
Full range of Traffic Analysis reports	✗	✓	✓
Full range of Account Code Billing reports	✗	✓	✓
Summary style presentation with graphs	✓ [1]	✓	✓
Group/Department style presentation with graphs	✓ [1]	✓	✓
Itemised style call presentation	✓ [1]	✓	✓

Options	Standard	Premium	Enterprise
Historic Report Viewing Options			
Preview on screen with print option	✓	✓	✓
Export in PDF, HTML, CSV & Word formats	✓	✓	✓
Run reports automatically and deliver by email	✗	✓	✓
Live Report Types			
Statistics Server running as a Windows Service	✗	✓	✓
View Call activity	✗	✓	✓
View Alarm activity, with immediate notification	✗	✓	✓
View Fraud activity, with immediate notification	✗	✓	✓
Summary style presentation with graphs	✗	✓	✓
Itemised style call presentation	✗	✓	✓
Notification by Screen Popping, SMS, or email	✗	✓	✓
Wallboard Module			
Historic call data	✓	✓	✓
Web page	✓	✓	✓
Live call data	✗	✓	✓
RSS feed	✗	✓	✓
Video & IPTV feed	✗	✓	✓
XML database feed	✗	✓	✓
Number of Clients included	✓ [2]	✓ [2]	✓ [2]
Installation			
Includes full range of carrier costing tables	✓	✓	✓
Helpdesk support available	✓	✓	✓
Remote diagnostic support available	✓	✓	✓
Installation service available	✗	✓	✓

Look at the Report options above to see which one fits your business best.

Report will alert you quickly to any unusual telephone or trunk activity, thus potential telephone fraud can be recognised early and huge expense avoided.

Report can also highlight the opportunity to increase business efficiency through the use of additional integrated software modules. Whether it's recording calls, screen popping your contact database, or displaying vital call and business information on a wallboard, Oak has got it covered.

Report works hard for businesses and call centres of any size, as well as multiple sites, delivering the maximum benefit at the most cost effective price.

OAK

Call Recording, Reporting & CRM Integration

Aonix Limited

Beechfield House

Winterton Way, Macclesfield

Cheshire **SK11 0LP**

Tel: 0345 612 6649

Email: sales.desk@aonixlimited.com

www.aonixlimited.com