



XN120 MyCalls Plus

Call Management Information Systems provides you with a fast and quantifiable return on investment. The cost is minimal and pay back time is short.







It is easy to upgrade your free version of XN120 MyCalls software and so implement a more comprehensive feature set that is available to any unlimited number of users.

In monitoring system use, MyCalls Plus delivers a greater number of more advanced alerts and produces company hierarchy, individual and comparison reports.

Many reports can be scheduled to run at specified times or be initiated when any defined rules have been broken. Typically, these include an unacceptable of abandoned calls or alerts in service levels available to customers.

Grade of Service reports are enhanced to show the number of time intervals that exceeded the specified grade of service values. Other reports can identify both over and under achieving employees, determine the busy hour and identify the call type.

Extra reports that come with the MyCalls Plus software are:-

-  Call type summary in time periods
-  Consolidated call summary
-  Group member summary
-  Trunks busy
-  Group summary
-  Response times



Building
Communications
Solutions ...






Delivering
Excellence.



Quite apart from its ability to accommodate an unlimited number of users and its extended range of reporting features, MyCalls Plus offers a valuable costing resource.

This monitors telephone systems costs. These include network, of course and also handling, time and staff and fixed costs such as line rental and maintenance.

With MyCalls Plus you are able to calculate:

-  Fixed costs
-  User costs
-  Account code costs
-  DDI costs
-  Profit margins

All these features help you to improve your businesses ability to manage and measure its telephone traffic effectively.

Report Viewer

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Call Details

Created On: 09/12/2005 13:02:18
 Covering Period: 27/11/2005 00:00:00 to 03/12/2005 23:59:59

Report Filtered to:
 Only include call types: Unknown or Outgoing or Outgoing Conference or Outgoing Abandoned or Outgoing Transferred or Outgoing Op Assist or Outgoing Line to Line.

Only include extension groups: All Analog Phones or All Announcement Ports or All Auto-Attendants or All Cordless Phones or All Desk Phones or All Extension Types or All Non PBX Phones or All System Phones or All User PBX Phones or All User Mail Ports or Unassigned Extensions.
 Include all matching items in the report. 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 Cost	Total Cost	
3185											
26/11/2005 18:04:00	None	Out	00:00:48		07920655		00:00:00	0.04	0.00	0.04	
26/11/2005 18:04:00	None	Out	00:00:49		07920655		00:00:00	0.04	0.00	0.04	
01/12/2005 18:11:10	None	Out	00:05:14		01249557082	Chatterfield	00:00:00	0.35	0.00	0.35	
01/12/2005 18:11:10	None	Out	00:05:14		01249557082	Chatterfield	00:00:00	0.35	0.00	0.35	
								Totals	0.79	0.00	0.79
3189											
30/11/2005 13:49:35	None	Out	00:03:44		01603785300	Norwich	00:00:00	0.25	0.00	0.25	
								Totals	0.25	0.00	0.25
3188											
26/11/2005 18:44:10	None	Out	00:00:30		01612778188	Manchester	00:00:00	0.04	0.00	0.04	
28/11/2005 19:03:43	None	Out	00:03:03		1491702273242		00:00:00	0.21	0.00	0.21	
								Totals	0.25	0.00	0.25
3188											
30/11/2005 18:15:42	None	Out	00:00:00				00:00:00	0.00	0.00	0.00	
30/11/2005 10:11:20	None	Out	00:00:00				00:00:00	0.00	0.00	0.00	
								Totals	0.00	0.00	0.00
3298											
26/11/2005 11:44:16	None	Out	00:00:00		01610841281	Nottingham	00:00:00	0.04	0.00	0.04	
26/11/2005 14:38:30	None	Out	00:00:02		01450843795	Hockley	00:00:00	0.04	0.00	0.04	
								Totals	0.08	0.00	0.08

Current Page No: 1 Total Page No: 12 [Unlocked - Aspre MDNLevel]th

MyCalls

Layout, Configure, View, Reports, System, User, Help

Extension Statistics

Drag a column header here to group by that column.

PBX Code	Extension	Name	Ans	Abd	Intr	GOS	Abd GOS	Intrflow	Long Inc. Calls	Avg Intrflow W/rt	Abd
NX120	3211	Support	0	3	0	00.00	00.00	0	0	00.00.00	0
NX120	3217	Jennifer Jones	1	2	0	00.00	00.00	0	0	00.00.00	0
NX120	3226	Japier	0	0	0	00.00	00.00	0	0	00.00.00	0

DDI Group Statistics

Drag a column header here to group by that column.

PBX Code	Group	Ans	Abd	GOS	Avg Intr W/rt	Abd GOS	Avg Inc W/rt	Long Inc. W/rt	Avg Intrflow W/rt	Abd GOS
NX120	All DDIs	9	1	77.77	00.00.00	70.00	00.00.51	2	00.00.56	0

Trunk Group Statistics

Drag a column header here to group by that column.

PBX Code	Group	Ans	Abd	Out	Intr	Avg Intr Dur	GOS	Avg Inc Dur	Long Duration Calls	Avg Intrflow W/rt	Abd GOS
NX120	All Trunks	0	0	9	0	00.00.00	00.00	00.00.00	0	00.00.00	00.00

Extension Group Statistics

Drag a column header here to group by that column.

PBX Code	Group	Ans	Abd	Out	Intr	GOS	Abd GOS	Long Abd W/rt	Overflow	Long Intr Calls	Long Out Calls
NX120	All Extension Types	6	11	12	0	00.00	00.00	1	0	0	0

Alerts: [icon] [icon] [icon]

Licensed to User: Simon Smith Company: Abraxas Textiles Expires on: 09/12/2006 Logged in User: None

NEC

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We are continually improving our products, and reserve the right to alter the above specifications at any time, without notice.

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