

## XN120 MyCalls

# Lost Calls means Lost business

Your primary aim is to increase profitability – and every lost sales opportunity makes that harder to achieve.

When incoming calls are unanswered or poorly handled, your customers go elsewhere and you lose valuable sales.

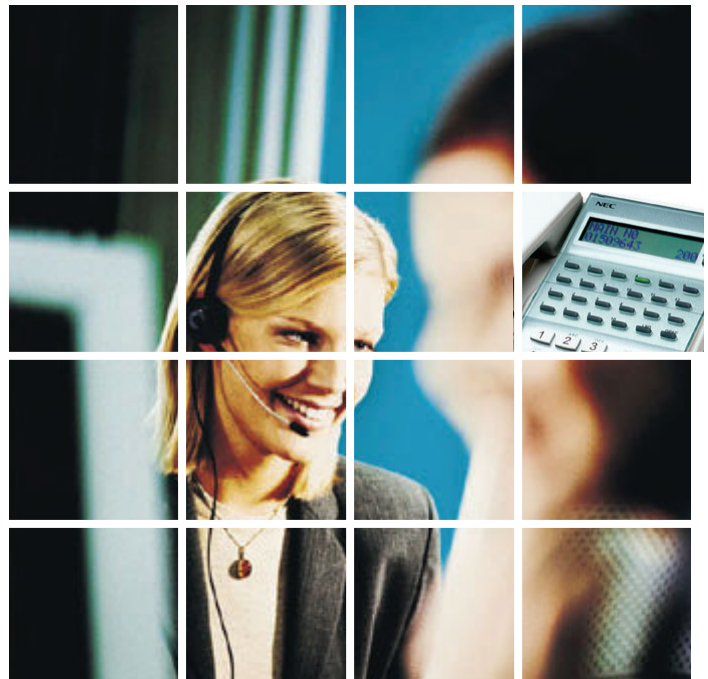
Though it is clear, you must be able to monitor call traffic to see how your staff – and your telephone system are performing pressure.

The XN120 MyCalls is a simple solution for all call accounting. By using MyCalls software in tandem with your XN120 you can offer a scalable solution that delivers effective results for up to 24 extensions.

Abandoned calls and a companies phone usage go hand in hand with your biggest cost – your staff.

MyCalls is a free bundled application that comes with every XN120 telephone system sold in the UK. It allows you to establish and monitor the service levels that you demand from your telephone system.

Consequently, the efficiency of your staff and the effectiveness of your business processed are significantly improved and your profitability substantially increased.



## A new standard in Call Management.

A unique phone monitoring application that instantly identifies problem areas

Moreover, provides you with answers to questions such as, 'how many staff do I have available to answer calls?' or 'how much time do my staff spend talking?'



# XN120 MyCalls Call Manager

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

Quite apart from the MyCalls ability to monitor and analyse the time spent on the telephone and the costs incurred.

## Valuable Benefits

- Improved customer satisfaction
- Identifying over and under achieving employees
- Identifying call patterns and trends
- Auto scheduling reports
- Identifying missed calls
- Identifying true call cost
- Cutting telecoms costs
- Cutting operational costs
- Identifying unused extensions
- Identifying unused trunks
- Importing mobile telephone bills
- Importing home telephone bills
- Grade of service reports
- Automatic reports emailed daily, weekly or monthly

XN120 MyCalls allows you to set alarms, including incoming call alarms and abandoned call alarms so that you can react to a problem as it is actually taking place.

Using MyCalls with your XN120, you are able to measure how long your customers are waiting before they hang up, and how much time and money your business is spending on the telephone.

## Easy to Install

The MyCalls software is easy to install and its many features include.

- Real Time graphical summary of calls
- Group level call statistics
- Report by DDI
- Management by exception
- Number of calls received
- Number of calls abandoned
- Call Duration
- Call Volume reports

With 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 system costs.

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

The screenshot displays the MyCalls software interface with several data tables. The top table is 'Extension Statistics' with columns: PBX Code, Extension, Name, Ans, Dnt, Int, GDS, Abd GDS, Interflow, Long Overflow Calls, Avg Interflow/Wat, and Abd. The second table is 'DDI Group Statistics' with columns: PBX Code, Group, Ans, Abd, GDS, Avg Intc/Wat, Abd GDS, Avg Abd W/Wat, Long Intc/Wat, Avg Intc Dur, and Long Overflow Calls. The third table is 'Trunk Group Statistics' with columns: PBX Code, Group, Ans, Abd, Dnt, Int, Avg Intc Dur, GDS, Avg Intc Dur, Long Overflow Calls, Avg Interflow/Wat, and Abd GDS. The fourth table is 'Extension Group Statistics' with columns: PBX Code, Group, Ans, Abd, Dnt, Int, GDS, Abd GDS, Long Abd W/Wat, Overflow, Long Int Calls, and Long Dur Calls. The interface includes a menu bar (Layout, Configure, View, Reports, System, User, Help) and a status bar at the bottom showing 'Licensed to User: Simon Smith | Company: Abraxis Textiles | Expires on: 09/12/2006 | Logged in User: None'.

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