

SOLUTIONS FOR  
YOUR BUSINESS



# CALL MANAGEMENT SYSTEM

REDUCE COSTS • TRACK EFFICIENCY • IMPROVE CUSTOMER SERVICE



## REDUCE COSTS • TRACK EFFICIENCY • IMPROVE CUSTOMER SERVICE

ITEMISE CALLS • ALLOCATE CALL COSTS • ENABLE VOICE RECORDER INTERFACE • OPTIMISE TARIFFS



Established in 1991 WCG specialises in the development of call management and call logging systems, including the ELEPHANT CALL MANAGEMENT SYSTEM which is globally recognized as the industry defacto standard.

### ALLOCATE CALL COSTS

- Produce comprehensive reports that identify and allocate call charges to the appropriate department, client, extensions or account codes
- Measure company and department expenditure against budgets
- Allocate account codes to clients, projects or jobs
- Allocate call costs to various cost centres
- Allocate authorisation codes to restricted phones in common areas
- Produce telephone bills for clients or external parties with access to your telephone facility
- Check for unallocated extensions, account codes and STD codes etc
- Log all calls regardless of whether or not the extension or account code is defined

### VOICE RECORDER INTERFACE

- Option to Integrate with voice recording systems
- Simple click and play to listen to recorded calls
- Save recorded calls to WAV files

### OPTIMISE TARIFFS

- Calculate all call costs using our comprehensive costing engine to receive an impartial picture of how your tariffs are working and how they fare against one another
- A range of tariffs may be easily created and managed by the end user
- Tariff comparison will identify the most cost effective carrier for your calls
- Tariff analysis will help negotiate better discounts to specific destinations
- Identification of LCR (Least Cost Routing) access digits enable the correct tariff to be applied to each call
- STD locator calculates the cost of any call made for any destination or duration
- There is no limit to the number of tariffs that can be created

### INCREASE OPERATOR EFFICIENCY

- Use carefully designed reports to provide the information to analyse call volume, response times and lost calls and identify any shortcomings
- Identify unanswered calls and the time of day that they occur
- Analyse operator assisted/DDI distribution of calls
- Monitor extension utilisation appropriate to position
- Monitor activity levels to identify staff requirements for different time periods
- Measure operator performance against set target levels
- Dynamic display/wallboard facility

Incoming direct legs		Incoming transfer legs		Unanswered calls		Outgoing calls			
Ext.	Name	Qty in	Incl dur	Unans	Qty out	Out dur	Total dur		
1009	Pavel Cerenkov	8	1:19:48	0	17	3:04:28	32:00	25	4:21:14
1011	James Maxwell	9	1:09:55	0	6	1:02:58	4:75	15	2:09:53
1018	Albert Michelson	11	1:47:28	1	16	1:18:51	6:82	21	3:04:17
1017	Willebrand Snell	8	1:13:33	1	15	2:51:14	42:92	24	4:04:47
1019	John Rayleigh	13	2:12:31	0	11	1:36:59	9:22	24	3:49:30

Dynamic display when measuring the performance of marketing and telesales companies.



• INCREASE EFFICIENCY • DETECT FRAUD • MONITOR TELEPHONE USE AND ABUSE

## INCREASE SYSTEM EFFICIENCY

- Identify the number of lines required with exchange line usage reports
- Identifying any under used extensions and DDI codes
- Analyse call patterns to detect and highlight inefficient system programming
- Detect data extension malfunctions
- Elephant monitors GSM Gateway traffic and alerts you when thresholds are reached

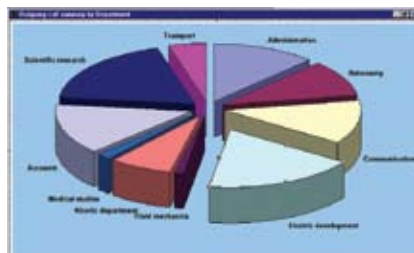
## DETECT FRAUD

Fraudsters can hack into a telephone system and generate expensive calls to anywhere in the world including Inmarsat and Premium numbers. The ELEPHANT CALL MANAGEMENT SYSTEM enables you to take the appropriate action by:

- Determining telephone numbers that identify unauthorised calls
- Highlighting fraudulent through dial and trunk to trunk calls
- Automatically generate email alerts when suspicious activity is encountered
- Identifying illicit calls to and from competitors
- Tracing malicious and nuisance calls
- Specifying acceptable call times and durations

## GENERAL INFORMATION

- All combinations of installation: single site, multi-site, remote and dual input
- Use matriarch monitoring for continuous checking of multiple sites
- Automatic backup of important call data and system information
- Receive software, STD code and tariff updates via Internet
- Remote access facilities with passcode protection included with software
- Export options to various accounting and invoicing packages
- Software buffer (which can be run as a service) with optional external serial or LAN buffer for additional data protection
- No imposed limits to the number of calls, extensions, lines, tariffs, etc
- A range of alerts including on-screen, audible, email and SMS (via a SMS gateway) warn when thresholds have been reached
- Simple export conversions for reports into popular file formats e.g. Excel and HTML



Cost Centre Report

## RECOMMENDED HARDWARE REQUIREMENTS

The ELEPHANT CALL MANAGEMENT SYSTEM can be installed on any industry standard PC with the following recommended hardware specifications:

- Intel Pentium 4 or Higher
- MS - Windows 2000 with 512 MB of RAM
- MS - Windows XP Professional with 512 MB of RAM
- MS - Windows Vista Business with 1 GB of RAM
- MS - Windows 7 Professional with 2 GB of RAM
- MS - Windows Server Compatibility
- 200 MB available Hard Disk Space
- CD/DVD ROM Drive
- Mouse / Keyboard
- Standard VGA Monitor (minimum resolution 800x600)
- Network Interface for IP connection
- 1 available serial port (RS232C or V24) for serial connection
- Internet Connectivity for Remote Support

The telephone system must be configured to output call data either via IP or serial (V24/RS232) connection. This output is often referred to as CDR (Call Data Recording) or SMDR (Station Management Detail Recording). All information is dependent upon the output of your telephone system.



## ABSOLUTE ACCURACY FOR SERVICED OFFICES/BUSINESS CENTRES

With over 300 serviced offices and business centre installations, the ELEPHANT CALL MANAGEMENT SYSTEM is the industry defacto standard, that allows you to:

- print telephone bills from a single command
- apply different tariffs, discount plans and/or charge factors for each client
- easy to set up and maintain client information
- produce professional telephone bills in summary or detail format
- include account coded and trunk to trunk calls on one bill
- unallocated resource check for maximum revenue generation
- integrate with popular business centre accounting systems
- produce service reports for potential new clients



## COMPLETE CONTROL FOR HOTELS, HOSPITALS & CONFERENCE CENTRES

With a simplified front end, designed to accommodate a number of system operators, with minimal training and the costing algorithm within the ELEPHANT CALL MANAGEMENT SYSTEM to provide you with complete control you can:

- produce customised telephone bill for individual extensions on demand
- produced accurate bills using the simple check-in/check-out facility
- apply simple charge factors to outgoing calls
- apply credit control to selected extensions or departments
- set up customised formats for telephone bills



## MEASURING PERFORMANCE FOR MARKETING & TELESales COMPANIES

The ELEPHANT CALL MANAGEMENT SYSTEM uses STD codes and DDI numbers to monitor incoming call traffic and analyses marketing campaigns, as well as:

- a dynamic display showing live call data
- measuring answer time analysis against targets you set
- incoming and outgoing telesales analysis against benchmarks customised to your business
- to show distribution of DDI calls and measuring the effectiveness of your staff
- assigning individual DDI codes to measure the effectiveness of your marketing campaigns
- measuring the effectiveness of promotion lines by STD code
- reporting of caller ID (CLID) on lost calls, highlighting potential lost business
- providing accurate information to your staff to help them achieve realistic targets

If you use automated attendant technology, you can also measure the time taken for your callers to speak to an operator.



## MONITORING THE LONE WORKER OR SECURITY STAFF

The ELEPHANT CALL MANAGEMENT SYSTEM monitors calls to and from remote/lone workers with audible warnings after a defined period of inactivity including:

- sending email alerts to multiple destinations after a user defined inactivity interval
- using active display to show the status of each lone worker

Telephone No.	Name	Last call	Screen time	Enable
01372371103	James Mangel	1808/0009 10:52:36	1:08:01	☑
01372371101	Alexander G Bell	1808/0009 10:52:10	0:06:07	☑
01372371102	Albert Einstein	1808/0009 10:52:43	0:06:34	☑
07734876464	Pavel Cerenkov	1808/0009 10:52:51	0:06:26	☑
01372371032	Heinrich Hertz	1808/0009 10:53:02	0:06:15	☑
07794582295	Willebrand Snell	1808/0009 10:53:05	0:06:12	☑



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