

A basic ACD system processes incoming telephone calls on a first come first serve basis. The system typically answers each call immediately and, if necessary, holds it in a queue until a time when it can be directed to the next available call centre agent.

All features are available for MyCalls when using MyCalls Call Centre.

MyCalls offers so much more than any other typical call logger, working with unlimited extensions and with an unmatched feature set, it is the new standard in Call Management and provides you with a fast and quantifiable return on investment. Cheaper than a traditional application, the cost is minimal and the pay back time is short.

## Aspire MyCalls Enterprise

### Unlimited Lines...

### Unlimited Extensions....

With all the benefits and features of MyCalls Call Centre, Aspire MyCalls Enterprise supports multiple Aspire Telephone Systems on multiple sites providing a centralised Call Management Tool.

**Containing some of the most advanced leading edge features available, MyCalls can prevent your customers going to your competition, streamline your call handling and reduce staffing costs.**



**NEC Infrontia Limited**  
75 Swingbridge Road, Loughborough,  
Leics LE11 5JB, United Kingdom.

Tel: **01509 643100**  
Fax: **01509 610206**  
Web: **www.neci.co.uk**



All trademarks acknowledged.

NEC Infrontia Ltd is a wholly owned subsidiary of the NEC Infrontia Corporation of Japan.

## Aspire MyCalls

# A new standard in Call Management

**Lost calls mean lost business and no business likes abandoned calls.**

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

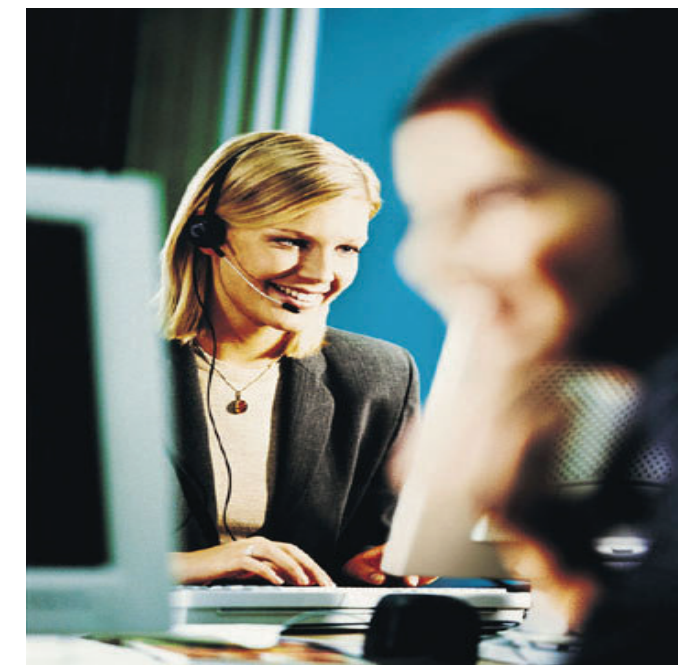
**Your primary aim is to increase profitability and every lost sale opportunity makes that harder to achieve.**

**When incoming calls are unanswered or handled poorly, you will lose valuable sales.**

## MyCalls

The Aspire MyCalls application is a simple solution for all your call accounting. Using MyCalls software in tandem with your Aspire telephone system, you can offer a scalable solution that delivers effective results. The Aspire MyCalls allows you to establish and monitor the service levels that you demand of your telephone system, and consequently, the efficiency of your staff is significantly improved.

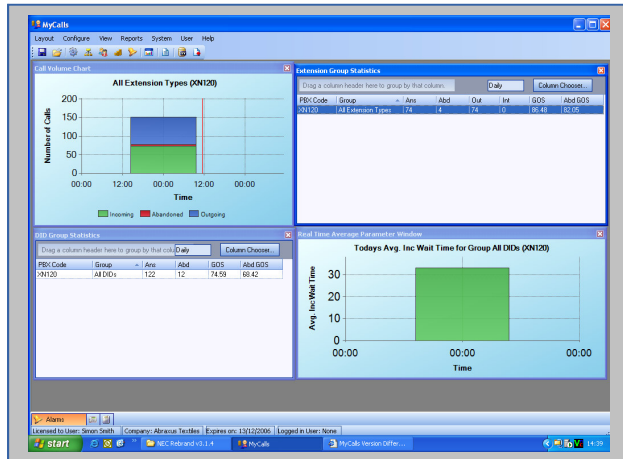
A unique phone monitoring application that instantly identifies problem areas and provides you with answers to questions such as 'how many staff have I available to answer calls?' or 'how much time do my staff spend talking?'



The Aspire MyCalls software is easy to install and has many features including:

- 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





Using MyCalls with your Aspire Telephone system, 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.

## Aspire MyCalls Call Manager

If you cannot measure, you cannot manage...

### Management by Exception...

With all the features of the Aspire MyCalls, the upgraded MyCalls Call Manager enables historical reports to be generated at user defined times and internals/

Reports can then be exported in to text format to spread sheet packages such as Microsoft Excel and Lotus Notes.

The extra features available for MyCalls My Call Manager are as follows:

- Real time client showing status and statistics – including performance parameters (expect ACD related ones)
- Report scheduling
- Multi-user access capable

Whatever and whenever you require, the reports can be scheduled to run every hour, every day or every week.



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.

Additional features that could benefit you and your organisation are:

- Organisation configuration
- Further alarms
- Costing
- Callers and Multi-PBX capable
- Mobile Phone bill import
- Multi-user bill import
- Node ID's
- Performance statistics

Apart from its ability to accommodate an unlimited number of users and its extended range of reporting features, the MyCalls advance offers a valuable costing resource.

This monitors the telephone system costs, including network and handling. For example time, staff and fixed cost such as line rental and maintenance. Using MyCalls Advance, you can calculate your profit margins.

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



## My Calls Call Centre

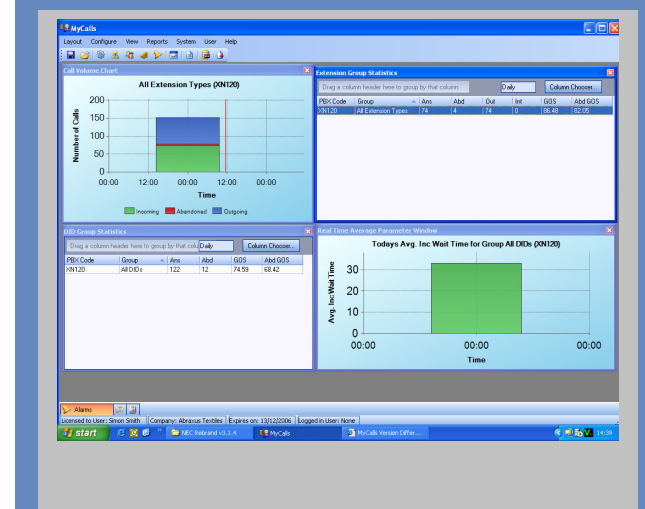
Do you operate or plan to operate a small Call Centre?

Until now, you would have needed two separate applications, one for the call centre and one for the call accounting.

MyCalls Call Centre is all you need and is cheaper than either of these traditional applications.

The Aspire MyCalls Call Centre has all the above functions, but in addition, this upgrade has Automatic Call Distribution (ACD) related features.

Automatic Call Distribution distributions calls evenly among member agents and provides initial and repetitive announcements that encourage callers to remain online.



Aspire MyCalls allows you to set system alarms, including incoming call alarms and abandoned call alarms so that you can react to a problem right away.

Quite apart from the MyCalls ability to monitor and analyse the time spent on the telephone and the cost incurred, there are many other valuable benefits that include:

- Improved customer satisfaction
- Identifying over and under achieving employees
- Identifying call patterns and trends
- Auto scheduling reports
- Determine the 'busy hour'
- Identifying missed calls
- Identifying true call cost
- Cutting telecom and operational costs
- Identifying unused extensions and trunks
- Importing mobile and home bills