

MyCalls for UNIVERGE SV8100

MyCalls is a range of call management solutions that are easily expanded and upgraded as a company grows. It provides a unique set of features for the UNIVERGE SV8100 including call recording, and works on single and multiple sites.

MyCalls

A single user entry level application that helps provide a real time snapshot of all calls. Free for the first 12 months.

MyCalls Call Manager

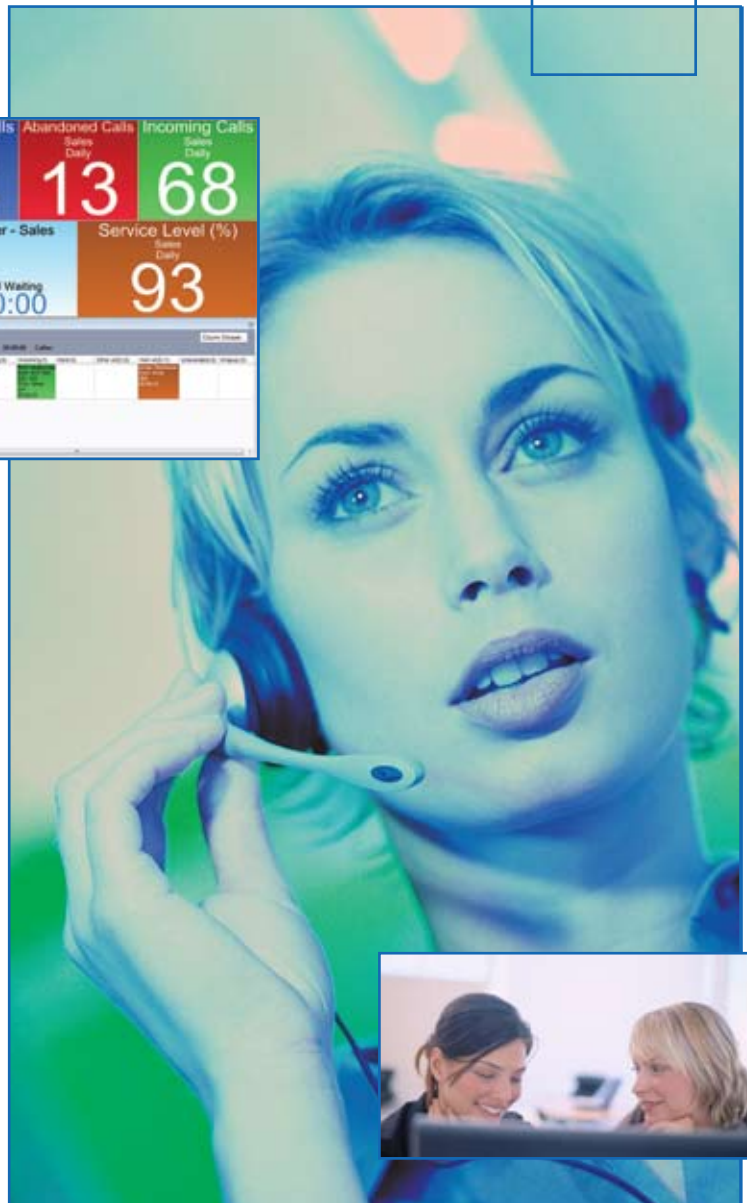
A more sophisticated version for non ACD environments (ie not call centres) providing a full complement of call management information.

MyCalls Call Centre

An essential application for any contact centres and specialist call centres. Provides supervisors full control of extensions and ACD groups from their desktop.

MyCalls Call Recorder

Equips MyCalls Call Manager and MyCalls Call Centre with full call recording capability for up to 90 PRI, BRI or analogue channels. Calls are encrypted so they can't be tampered with and are compliant with specific industry regulations. Calls can be archived to a USB drive, CD, DVD, or DVD RAM.



PC Spec for MyCalls Call Manager

Minimum Specification Server

- Intel based processor 2.5GHz
- 1GB RAM
- Min 10GB of Available Hard Disk Space
- O/S Windows XP Pro SP2 / Windows 2000 SP4 / Windows Server 2003 / Windows Vista Business, Ultimate & Enterprise*

Recommended Specification Server

- Intel Dual Core processor 2.6GHz
- 1GB RAM
- Min 10GB of Available Hard Disk Space
- O/S Windows XP Pro SP2 / Windows 2000 SP4 / Windows Server 2003 / Windows Vista Business, Ultimate & Enterprise*

*Please note, due to variables, the PC Specification for running in MyCalls Call Centre, MyCalls Call Recorder or MyCalls Enterprise model are different, refer to the appropriate manual for further details.

Fulfilling the promise
of UNIVERGE®360

Specifications

	MyCalls Basic	MyCalls Call Manager	MyCalls Call Centre
Real time view of extension activity	✓	✓	✓
Real time view of DDI activity	✓	✓	✓
Real time view of ACD activity	-	-	✓
ACD Agent Control	-	-	Optional
Call playback with MyCalls Recorder	-	✓	✓
Multiple Users	-	✓	✓
Report Creation	✓	✓	✓
Number of Standard Report Types	9	21	24
Custom Reports	-	✓	✓
Report Editing/Filtering	✓	✓	✓
Report Scheduling	-	✓	✓
Costing Call / Handling	-	✓	✓
Call Locating	✓	✓	✓
Quick view of Call History	✓	✓	✓
Unreturned Calls View	-	✓	✓
Number of Alarm Types	6	20	22
Real time trunk utilisation alarm	-	✓	✓
Real time extension state alarm	-	✓	✓
Real time DDI queue alarm	-	✓	✓
Real time ACD queue alarm	-	✓	✓
Multi Site Support	-	Optional	Optional
Database Used	SQL Server 2005 Express	SQL Server 2005 Express	SQL Server 2005 Express
Customer SQL Server 2005 Support	✓	✓	✓

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