

# icall suite

complete call management solutions

Take control of your communications, to achieve productivity through intelligence and insight.



contact



dial



record



report



connect



United Networks

BUSINESS COMMUNICATION SOLUTIONS

# icall suite

## PRODUCTIVITY THROUGH INTELLIGENCE

### icall suite call management software

icall suite provides complete communications management that integrates with your telephone system. Users can view real-time and historical call data, see the status of other extensions and securely record all telephone calls.

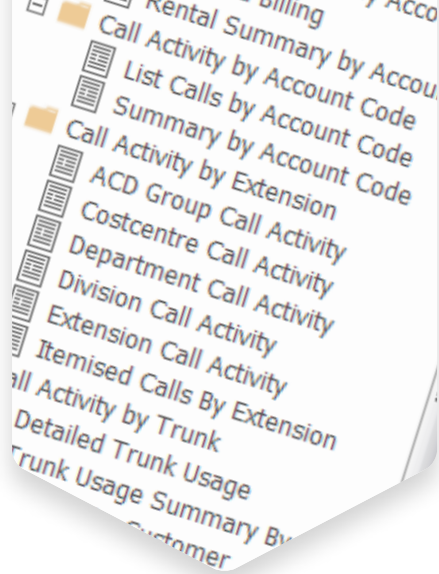
### Modules for every requirement

Available in five fully integrated modules, icall suite provides all the business tools you need for your telephone system.

### Special features for Contact Centres and Workgroups

icall suite has been designed to work using all available data outputs from your telephone system, including the UCD and contact centre functions. icall suite can display real-time queue levels, detailed missed call data, agent availability and performance via the real-time dashboard using customisable widgets.





Extension	Status
2001 Daniel	Available
2002 Amanda	Available
2004 Peter	Available
206 Gregg	Free/Idle
18 Gary	Busy
Sue	Busy
Rayleigh	Free/Idle
acey	Available
e	Available
	Ringing
	Ringing

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# Call Management

## LOG AND ANALYSE YOUR COMMUNICATIONS

### **icall suite call management is ahead of the class**

icall suite has an advantage over other call management or reporting suites, because we use a unique blend of call data, extension status information and UCD statistics to provide unparalleled levels of real-time and historical information.

### **You can only manage what you measure**

icall suite is much more than simple call logging. It is a powerful database engine and a full suite of reports that are designed to give you accurate and useful analysis of your business communications.

Included are recognised metrics such as Grade of Service and Percentage Calls Answered reports as well as contact centre reporting on agent availability and performance.

### **Reports Catalogue**

Comprehensive reporting provides a clear view of your business communications. All reports can be customised using the powerful filtering engine.

### **Custom Filtering**

Use the 50 in-built filters to customise reports and obtain exactly the data you require to measure and analyse your business.

### **Personal Profiles**

Save personal profiles to re-run the reports you need at any time.



report

## Export Data

Export any report, and its underlying data, as a PDF document, Excel Spreadsheet, CSV file or HTML webpage.

## Graphical Analysis

The chart tab allows you to see report information in a clear graphical format.

## Scheduled Reports

Scheduled reports can be sent to your email inbox on a daily, weekly or monthly basis – in a format that suits you.

**Understand  
your business**

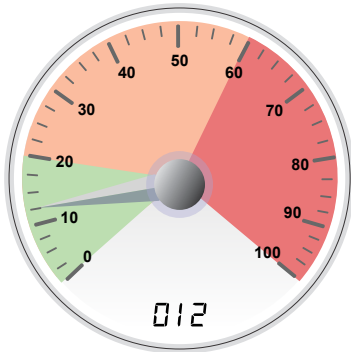
OUNCE	01632923742	7013	249110	00:00:00
I/U	01632923742	7012	249110	00:00:00
I/A	01632923742	7012	249110	00:00:00
OUNCE	01632923742	7012	249110	00:00:00
I/U	01632667169	7011	249110	00:00:01
I/A	01632667169	7011	249110	00:00:01
OUNCE	01632667169	7011	249110	00:00:01
I/E	01632632092	7010	249110	00:00:00
	01632632092	7010	249110	00:00:00
	01632632092	7010	249110	00:00:00
	01632768888	7009	249110	00:00:00
	01632768888	7008	249110	00:00:00
	01632768888	7009	249110	00:00:01
	01632768888	7008	249110	00:00:01
	01632768888	7008	249110	00:00:01
	01632768888	7008	249110	00:00:01
	01632768888	7008	249110	00:00:01
	01632768888	7007	249110	00:00:00
	01632768888	7007	249110	00:00:01
	01632768888	7007	249110	00:00:01
	01632768888	7006	249110	00:00:00
	01632768888	7006	249117	00:00:31
	01632768888	7006	249117	00:00:16
	01632768888	7005	249117	00:00:00
	01632768888	7005	249110	00:00:00
	01632768888	7005	249110	00:00:01
	01632768888	7005	249110	00:00:01
	01632768888	7004	249110	00:00:01
	01632768888	7004	249110	00:00:00



## Dashboard Displays



Average Ringtime Monitor



## Real-time Monitors

**Know up to the minute performance**  
icall suite constantly monitors the phone system for changes to extension status, calls in progress, calls in queue and over 100 other factors. All events are captured and can be displayed on the dashboard in real-time.

You can also configure alarms and thresholds to visually alert you to significant status changes, as well as setting email alerts.

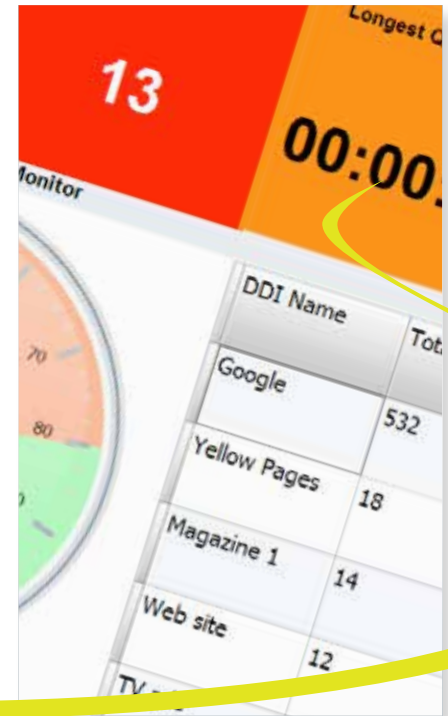


## Custom Dashboards

**Create your own unique views**  
The icall suite dashboard is a blank canvas for you to make your own, with fully customisable widgets and data feeds.

## Unique 'Widgets'

**Filter and display data dynamically**  
Widgets are configurable 'mini reports' that you can place on the dashboard. Widgets display real-time or historical information in a clear graphical way



using speedos, thermometers, wallboards and charts. You can create your own widgets directly from reports and share them with other users.

# Call Recording

## KEEP A SECURE RECORD OF ALL CALLS

**In today's competitive world, keeping a secure recording of telephone conversations just makes sense.**

Many types of organisations can benefit from recording calls.

In particular, there are clear advantages for legal firms, insurance companies, call centres, public agencies, health centres, doctors surgeries and any FSA regulated company that is legally bound to record calls.

Call recording is vital for any organisation that is serious about monitoring staff performance and compliance to company guidelines.

icall suite call recording is completely integrated into the call management application, so you don't have to switch between applications to find or play back calls.

## A choice of line types

We offer hardware for all line types including:

- Analogue
- ISDN2
- ISDN30
- SIP / IP Trunks

Contained and managed from a single work station or server, storing, finding, reviewing and archiving calls is just a click away.



rec

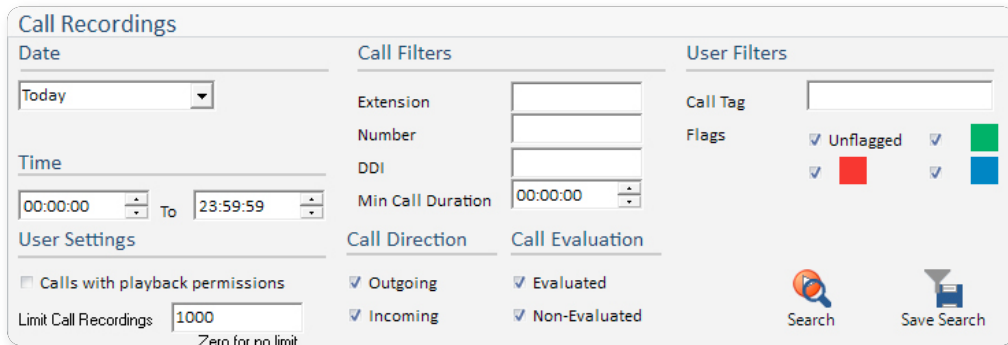
record



## Powerful Filters

### Easily locate the calls you want

Finding the calls you want is easy with icall suite because we include a set of powerful filters to sort through all your recordings.



The screenshot shows a 'Call Recordings' filter interface with several sections:

- Date:** A dropdown menu set to 'Today'.
- Time:** A range selector from '00:00:00' to '23:59:59'.
- Call Filters:** Fields for 'Extension', 'Number', and 'DDI', and a 'Min Call Duration' dropdown set to '00:00:00'.
- User Filters:** A 'Call Tag' dropdown and 'Flags' with checkboxes for 'Unflagged' (checked) and a red flag, and a blue flag.
- User Settings:** A checkbox for 'Calls with playback permissions' and a 'Limit Call Recordings' field set to '1000' with a note 'Zero for no limit'.
- Call Direction:** Checkboxes for 'Outgoing' and 'Incoming', both checked.
- Call Evaluation:** Checkboxes for 'Evaluated' and 'Non-Evaluated', both checked.
- Actions:** 'Search' and 'Save Search' buttons.

## Simple Playback

### Built in call player with export

The call player is used to listen to your encrypted call recordings from within the icall suite management application.



An export function allows you to decrypt and export recordings as .wav files for playback on other devices or for sharing via email.

## Call Evaluation

### Easily evaluate calls using your own call compliance questions and report on agent performance

The ability to proactively evaluate calls and staff is a useful tool in monitoring staff performance and compliance to call scripts. Calls can also be tagged for further review or for use in regular staff evaluation or training.

## Personal Playlists

### Create your own filtered playlists

Call recording playlists allow you to save your filter settings, which then provide fast access to exactly the calls you want to review at any time. You can create an unlimited number of playlists and share them with other icall suite users.

# Computer telephony integration

## BRING YOUR TELEPHONE SYSTEM ALIVE WITH CTI

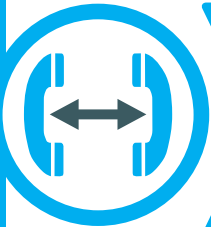
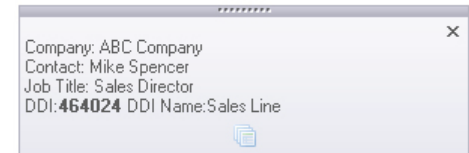
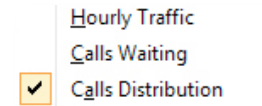
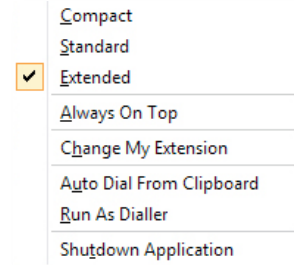
### Drive customer retention

The key to improving customer retention lies in gathering, referring to and analysing customer transaction data. Connecting icall suite to your business applications enables you to combine valuable business data with your telephone system.

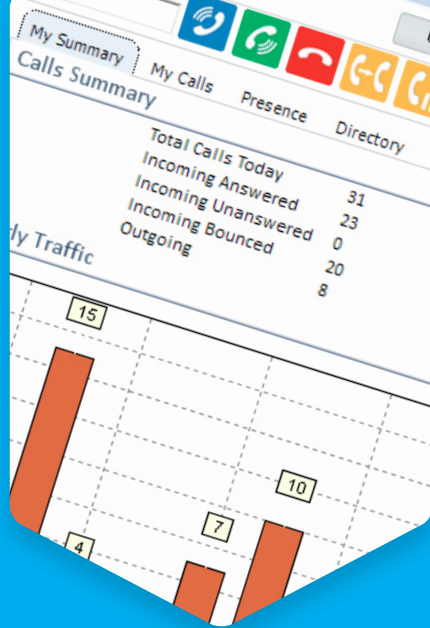
Computer Telephony Integration delivers significant benefits to businesses with a large number of daily inbound or outbound calls, whether for sales, customer service or support.

You can match incoming calls with contacts on your database and pop up contact details before the call is answered, positioning your business a step ahead of the competition.

Screen call controls enable click-to-call and Outlook integration is provided as standard.



connect



## Personal data

Personal daily overview  
 Chart and data table views  
 Clear, easy to read information  
 Calls waiting for your groups

The screenshot shows a contact list table with the following columns: 'Contact Name', 'Number', and 'Mobile'. The data is as follows:

Contact Name	Number	Mobile
Amanda	01632462002	01632002
Ashley	01632462024	0163202412
Dan	01632462041	0163202412
Daniel	01632462001	01632041123
ean	01632462021	01632001123
	01632462029	01632021123
	01632462008	01632029123
	01632462006	01632008123
	01632462015	01632006123
	01632462018	01632015123
	01632462017	01632018123
	01632462012	01632017123
	0789926888	01632012
	0789	

## Address book

Personal & company contact lists  
 Import data from Outlook  
 Multiple records per contact  
 Click to call function

The screenshot shows a presence view table with the following columns: 'Name', 'Status', and 'Availability'. The data is as follows:

Name	Status	Availability
2002 Amanda	Available	Available
2004 Peter	Available	Available
2006 Gregg	Free/Idle	Free/Idle
2008 Gary	Available	Available
2011 Sue	Free/Idle	Free/Idle
2012 Kayleigh	Busy	Busy
2014 Stacey	Busy	Busy
2015 Jane	Busy	Busy
2016 Sian	Available	Available
2017 Jorgia	Available	Available
Jane	Available	Available
ean	Available	Available
hley	Available	Available
	Available	Available
	Free/Idle	Free/Idle

## Presence views

Easy to understand colour coding  
 Real-time status updates  
 Easy to use  
 Ideal for:

- Office users
- Remote users
- Workgroups

# Contact centre analytics

## MONITOR, MANAGE AND CONTROL YOUR CONTACT CENTRE

### Real-time reporting for contact centres

Contact centre reporting provides up to the minute agent and group analytics. Up to 10 group performance parameters can be displayed in real-time for any group on a supervisors desktop or on large screens (wallboards) for all to view.

### Contact centre modelling helps you to drive business efficiencies and achieve SLAs

You can review past performance and use “what if” calculations to forward plan the number of agents and times of day you want them to work. You can plan using different numbers of agents or different volumes of calls to ensure you are working with the optimum number of people. You can also change parameters such as wrap-up time to achieve SLAs.



contact

- ✓ View valuable business intelligence
- ✓ Contact centre modelling
- ✓ Wallboard widgets and alarms
- ✓ Agent analytics
- ✓ Seamless integration with all modules

## Contact centre modelling

**Call Centre Modelling**

Report

**Service Levels**  
Set your target response time:

Set your target service level:

**Call Handling Time**  
Set your target Wrap-up time:  
Adjust your average call duration:

Period	Calls	Avg. Talk Time %
08:00 - 08:59	7	
09:00 - 09:59	149	00:00:20
10:00 - 10:59	140	00:01:39
11:00 - 11:59	104	00:01:21
12:00 - 12:59	133	00:01:34
13:00 - 13:59	98	00:01:13
14:00 - 14:59	125	00:01:20
15:00 - 15:59	91	00:01:26
16:00 - 16:59	157	00:01:27
17:00 - 17:59	107	00:01:34
18:00 - 18:59	20	00:01:34
19:00 - 19:59	1	00:01:00
20:00 - 20:59		00:00:42

# Automated dialling

## MORE TIME TALKING, LESS TIME DIALLING

### Progressive and predictive dialling solutions

icall suite feature-rich automated diallers present significant benefits to both the business and the call handler. Campaigns and follow-ups are made easy for the call handler and the business gains from increases in productivity.

**Progressive dialling** eliminates silent calls in line with recent Ofcom dialling regulations but still delivers productivity. Once an agent has indicated that they are ready for a call, information about the next call is presented to them and the number is dialled immediately.

**Predictive dialling** is most effective in campaigns that are fairly straightforward, such as commodity product sales. A predictive dialler connects to 'live' callers as soon as an agent completes the previous transaction.



dial



## Easy to use, saves time and increases productivity. Call handlers can:

- Handle more calls
- Receive call information when needed, rather than looking up the next call.
- Remove time taken up waiting for an answer.
- Avoid manual dialling errors.
- Avoid missed call backs.

The dial module benefits both managers and agents, contributing to job satisfaction. Dial also provides compliance with current regulations and legislation.

**Our customers have reported increases of up to 70% in daily average outbound calls using the icall suite progressive dialler.**

**Campaigns are easy to set up**

Agents/ACD Groups

Wrapup Time

Time in seconds before making next call for agents

New Campaign Name

0

\* Used for Predictive Dialler

In Call Duration

5

\* Used for Predictive Dialler

Count

2

\* Used for Predictive Dialler

Group Script Path

file containing script for agents in this group. Please save your script

Low



# Modules

## CHOOSE WHAT SUITS YOU

icall suite comprises of 5 fully integrated modules. Select the right modules for your business based on your business needs.



### Adding modules






You can add modules at any time to enhance the functionality of icall suite. Increased hardware specification may be required.

## Try before you buy with a 60-Day fully featured trial license.

We believe in giving people the right information to help them make informed choices, especially if they can materially impact your business. That's why you can use icall suite for 60 days without any limitations - get to know what it can do for your business and then decide on the modules that best suit your business. Please ask for further details.

## Demo Edition

If you want to evaluate icall suite you can download a demonstration edition which replicates a real system to show you what icall suite can do for your business. Please ask for further details.

	 report	 record	 connect	 contact	 dial
<b>Business reporting</b>	✓	optional			
<b>Call recording</b>	✓	✓			
<b>Business/individual</b> - outbound calling (no contact centre)	✓	optional	✓		
<b>Contact centre</b> - inbound calls	✓	✓		✓	
<b>Contact centre</b> - inbound and outbound calling	✓	✓		✓	✓

# Technical Guidance

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## GETTING PREPARED

icall suite is a locally installed solution but please speak to us if you are looking for a hosted call management / call logging solution.

### **Do you have everything you need for a fast deployment?**

icall suite is constantly working, collecting information about your business communications and productivity. Be prepared for the installation and know what's required on the day by completing our pre-installation questionnaire provided by your supplier.

Make sure that you have a computer to run the icall suite server and that your telephone system network and client computers meet our minimum recommended specification.

### **We often hear: Can't I just use a computer I already have?**

The icall suite server must be turned on and running the icall suite service for the software to collect information, so we recommend installing it on a new or existing dedicated computer. No other call logging device or server should be connected to your telephone system as this can interfere with data collection.

### **Minimum specification requirements**

These will vary according to the modules you choose and the size and nature of your business. Please contact us for full details of minimum recommended specifications or refer to the individual icall suite product leaflets.

Watch icall suite demonstration videos online at [videos.icallsuite.com](https://videos.icallsuite.com)





contact



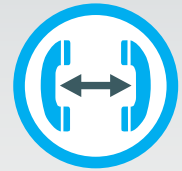
dial



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For more information visit  
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