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.
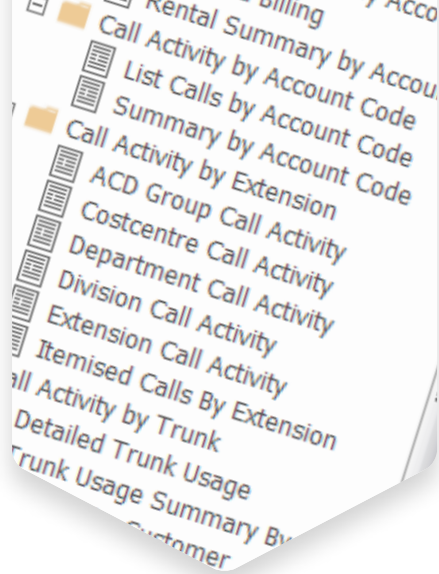
Modules for every requirement

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.

Contents

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.

report

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.

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.
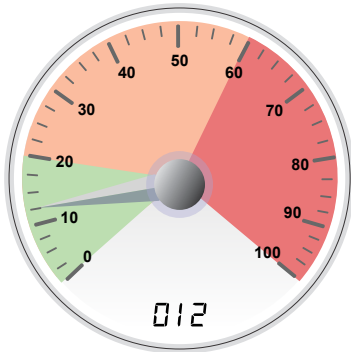
Understand your business

**Dashboard
Displays**

Average Ringtime Monitor

012

Group Wallboard

| Group Name | Total Calls |
| CC 1 | 5230 |

| Unanswered | Calls Waiting | Longest Queue Time |
| 56 | 3 | 00:00:03 |

13

00:00.

Longest Q

Monitor

DDI Name	Tot
Google	532
Yellow Pages	18
Magazine 1	14
Web site	12
TV	

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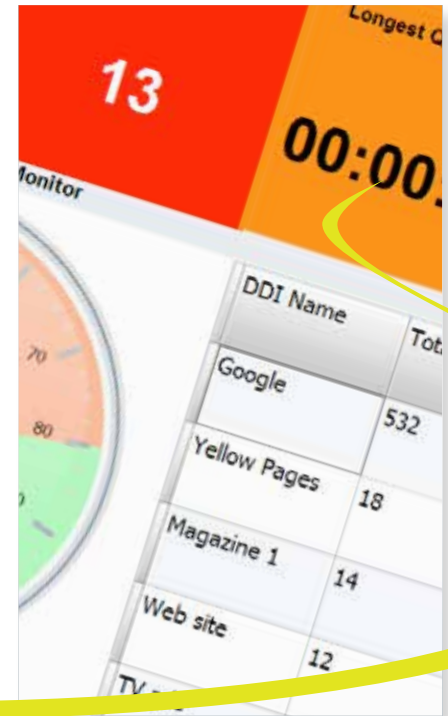
using speedos, thermometers, wallboards and charts. You can create your own widgets directly from reports and share them with other users.

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.
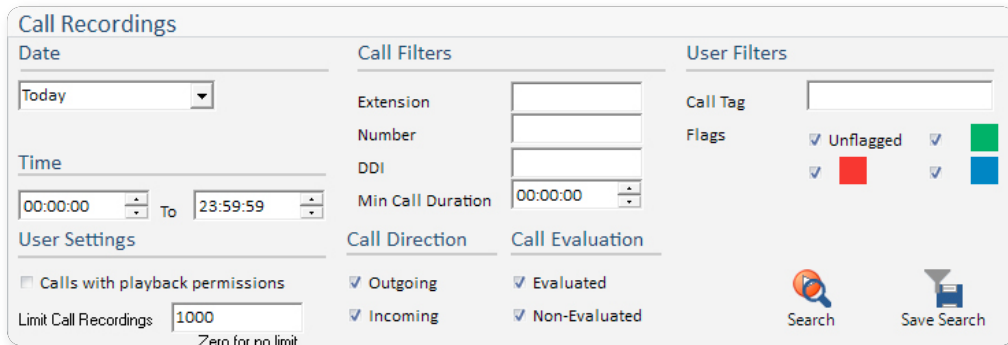
Powerful Filters

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.

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.
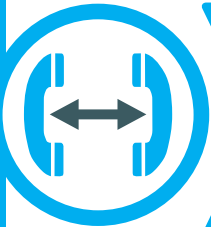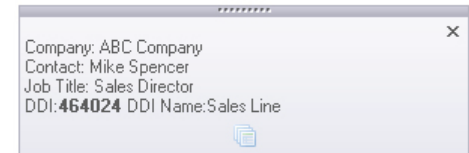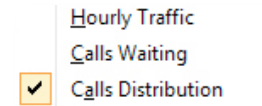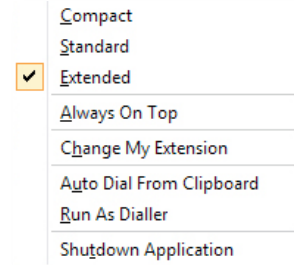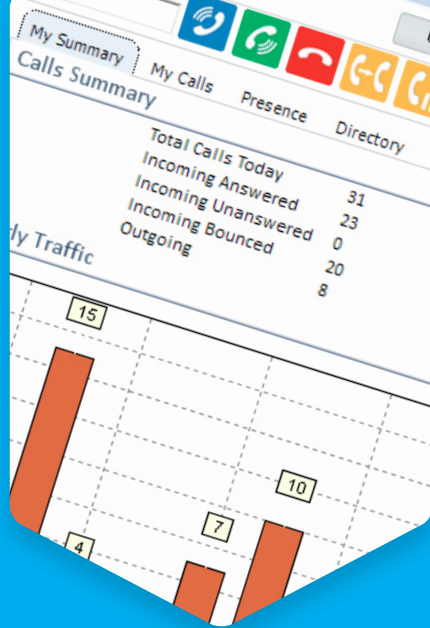
Personal data

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

Address book

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

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

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.

Campiagns are easy to set up

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.

report record connect contact dial

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
Business reporting	✓	optional			
Call recording	✓	✓			
Business/individual - outbound calling (no contact centre)	✓	optional	✓		
Contact centre - inbound calls	✓	✓		✓	
Contact centre - 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.

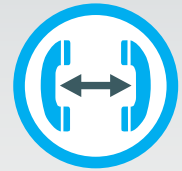**Watch icall suite demonstration videos online at videos.icallsuite.com**

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