

timenterprise



Enterprise call logging for business decision-makers



Winner - Most Innovative Software
Comms Business Awards 2008



the call logging people

Overview

If you thought call logging was just about seeing how much your calls cost... think again!

TIM Enterprise gives you all the management information you need to manage your entire telecoms infrastructure.

After a decade of working with some of the world's largest and most innovative organisations, TIM Enterprise has evolved to become the definitive enterprise-class call logger.

It empowers authorised stakeholders in your business to manage their own units, whilst at the same time providing a full 360 degree view of your entire organisation.

The entire system is built upon a unique objects-based directory that places no limits on hierarchical width or depth, meaning you can faithfully recreate your company's actual structure. And by defining relationships between these objects, the system becomes intelligent... for example, it can automatically reconcile calls across 'on-net' routes.

Running exclusively as a Windows® web service, TIM Enterprise consolidates all of your directory and call data in a central SQL server, offering complete peace of mind in terms of resilience and scalability.

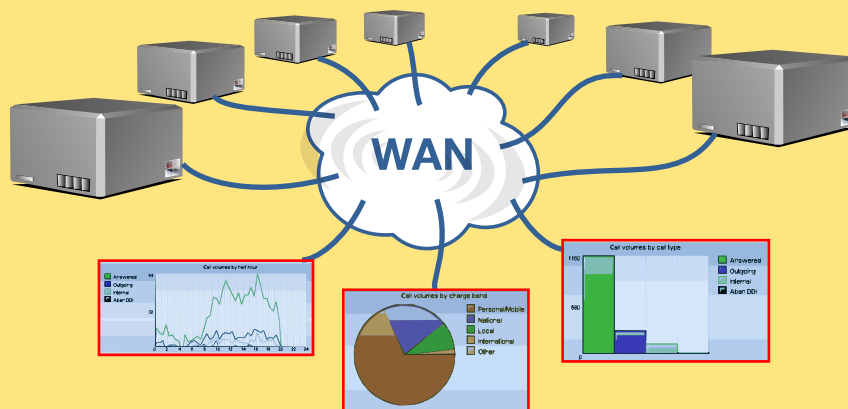
In addition to providing multiple-format call logging reports, TIM Enterprise shares its data through an extensive set of open standards interfaces allowing integration with, and connectivity to, third-party systems such as CRM, accounting, and front-of-house applications.

Thanks to its unique live call processing engine, TIM Enterprise has the unprecedented ability to provide dynamic, full-screen wallboards at any number of points inside your organisational structure, so wallboards can be fully customised to show group members' call statistics, leader board data, and even local weather reports!

Over the next few pages, you'll see in detail each headline feature that makes TIM Enterprise a truly innovative call logging system. And of course, it still tells you how much your calls cost!

[The Directory](#) ►

However your business is structured, from a single office to an entire network of interconnected PBXs spanning the world, **TIM Enterprise** is the only call logging system that provides a single, centralised facility to not only manage your communications infrastructure but also to provide invaluable business information, allowing your whole organisation to run more effectively.



The Directory

TIM Enterprise's unique, object-based directory becomes the holder of all your telecoms assets where users, departments, sites and channels are managed.

Being accessible through a standard web browser, it also serves as a modern answer to traditional paper-based company directories.

TIM Enterprise employs an ultra-versatile directory system to organise your users and channels. Every user can be grouped into folders, sites, cost centres and divisions, allowing you to faithfully recreate your organisational structure.

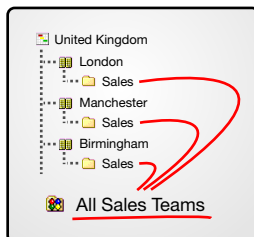
Create an on-line employee directory, where users can access the system using a standard web browser. Instantly see users' email addresses, office location, mobile and extension numbers. You can even attach photo ID!



By positioning people at various points in your hierarchy, only those users with appropriate authority can access this information.

Similarly, when running call reports, the scope of the report is defined by simply selecting an entity from the directory; All objects beneath this point in the hierarchy will be included in the report.

What's more, the system allows for a special type of container, known as **reporting collections**, whereby disparate users - even disparate groups of users - from anywhere in your organisation, can be grouped into a single, easily-selectable container.



As an example, you may want to compare the performance of your London, Birmingham and

Manchester sales teams. With each of these teams already existing in your directory, simply take a copy of each Sales team, from anywhere, and paste each of them into a new reporting collection called **All Sales Teams**.

So now, when running a report, wallboard, or any other operation involving the selection of an entity from the directory, simply choose your new **All Sales Teams** reporting collection!

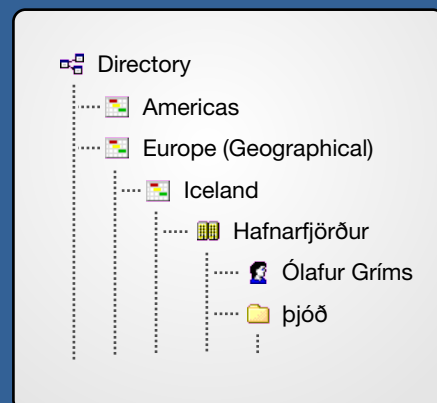
And the directory isn't just for storing your people details. It's where all of the system's features are rooted - their placement determines exactly how they behave or who they affect.

Flexible Reporting ▶

Arthur - King of the directories

Central to the entire TIM Enterprise system is ARTHUR, the advanced, real-time, hierarchically-unlimited repository. In plain English, it's the central place where every system object is stored, each having an explicit, defined relationship with its peers.

This way, an entire tree of related objects can be defined, with branches as wide and as deep as you like.



Flexible reporting

Reporting on your call data couldn't be easier. Since each call is intrinsically linked to your company's central directory, you have full control over who sees what, when, and in what format.

Reports can be extensively filtered, and these filters can be saved for later re-use on an per-user basis, so you spend less time defining them.

Reporting with TIM Enterprise is simple yet powerful. From the built-in pre-defined types, you can apply any amount of filtering to create rich, modern documents that are relevant to you and your business needs.

Either on an ad-hoc basis, or as part of a regular schedule, every report can be produced in all of the following formats, each one guaranteed to satisfy your reporting requirements:-

Web (HTML)

Universally-accessible, this format provides clickable column headers for dynamic sorting of table data, with clean graphical charts in the popular Flash format, so you can zoom into them for more detail. Each report is fully customisable - right down to the individual table fields. To view these reports, all that's needed is your favourite web browser - with no need for obscure add-ons!

PDF

TIM Enterprise can produce its clean, crisp, multi-page reports in Adobe's popular format, ideal for distributing your reports to colleagues inside and outside of your organisation - and guaranteeing they'll look identical across all operating systems when viewed on the screen or printed out.

XML

Since all reports are derived from this native format, we pack each one with all the data you'd ever need, so you'll always be able to extract the

report data into your favourite reporting packages, such as Business Objects, Crystal Reports, or even your favourite Office spreadsheet.

CSV - Comma-Separated

Provided for interacting with your own back office systems, all CSV data is fully customisable using XSLT from the report's original XML format.

Microsoft Excel / Office XP

Open your reports directly in Microsoft's popular spreadsheet package or compatible.

All reports in all formats can be scheduled to run on a regular basis either by fixed periods (e.g. daily, weekly, monthly, quarterly, yearly, etc.), or by more flexible denominations such as 'last 7 days', 'last 24 hours', 'last three months', etc. So you'll always get the data that's relevant to your way of doing business.

And TIM Enterprise doesn't limit where you can store your reports. It understands that different organisations have different

requirements. Therefore all reports can be delivered using the following methods:

To a file

The filename can include dynamic variables such as date and time, and can be on a local disk, or a network share.

By email

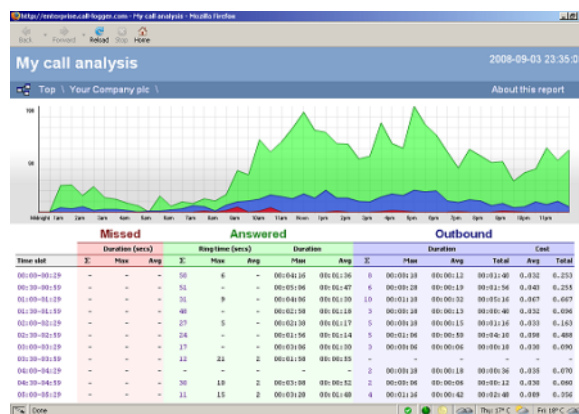
Multiple recipients can be defined, and the report can be included in the body of the email or attached to it.

HTTP POST

Send reports to a web server using an HTTP POST for publishing on your company intranet.

FTP

Transfer your report files to an off-site file server or billing system.



Wallboards

Gone are the days of expensive call centre add-ons, just to tell you how many calls you've taken today.

TIM Enterprise gives you unlimited wallboard-type statistics for anyone in your organisation, from individual users, groups, or even entire sites.

They're also completely customisable.

Most firms nowadays have at least one informal call centre, sometimes without even realising it.

They are the teams of people who, as part of a group, handle phone calls to and from customers, the public, their suppliers or their own field staff. Even internal helpdesks can be mini call centres in their own right.

Most of these informal call centres can rarely justify buying high-end equipment of the type used by the specialist call centre industry.

But with TIM Enterprise, they may not even need to. Many teams don't actually need full call queue visibility of the type where you can see at any moment how many calls are on hold; leave

that to expensive, specialist call centre equipment.

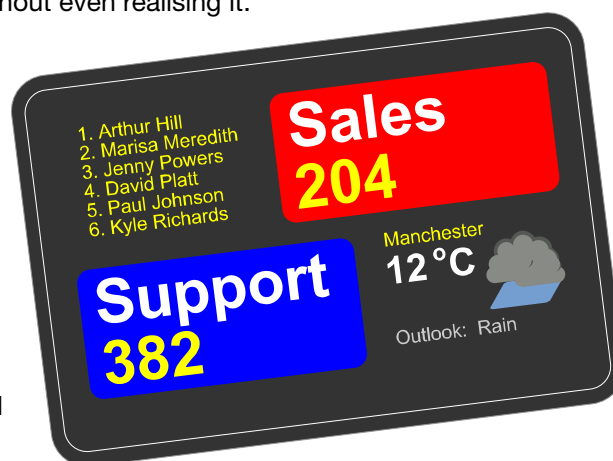
For live call counters, such as how many calls have been taken, how many lost, and maximum and average answer times, simply drop a wallboard object into your directory at the point you want to measure, and it'll get straight to work, capturing this information as each call passes.

Wallboard objects work independently of the normal call processing engine. And they're lightning-fast; as soon as a call's finished, it's fully accounted for within seconds.

To compare the performance of different teams, or individual users, add multiple wallboard objects, and display these alongside each other.

There are two ways to see the data that each wallboard object has captured: use our pre-installed web pages that automatically refresh every few seconds, and set your web browser to full-

screen mode; or write your own pages to display your stats however you prefer. You can even jazz up the screens by adding live news feeds, weather reports, or other content to give your teams something interesting to look at!



[Getting your call data ►](#)

Customising your statistics

As with most features in TIM Enterprise, Wallboard objects can be queried through the open HTTP interface provided as standard. Using appropriate authentication to access the part of the directory most relevant to you, it's a simple affair to extract the data collected by each wallboard object. Wallboards are returned as industry-standard **JSON objects**, so they're easily consumable by third-party systems or from your own customised web pages.

In fact, all of the web content we provide as standard out of the box can be completely customised. Feel free to use our examples to 'roll-your-own' web pages. Display them full-screen on a plasma set, configure each user's Windows desktop to display your custom pages, or integrate them into your company intranet!

Getting your call data

Wherever in the world your PBXs are located, your valuable call data is acquired using some of the most advanced techniques available.

Whether by serial cable, network sockets, FTP, or vendor-specific APIs, TIM Enterprise will capture your call data, safely back it up, and accurately process it to provide you with perfect telephone statistics for your business.

No two vendors' phone systems output their call data in the same way, and whilst this might make for a challenging environment for other call logging systems, TIM Enterprise's advanced, rapid call processing engine easily deals with practically all data formats simply and effectively.

With over 10 years telecom data processing experience, TIM Enterprise easily copes with some of the most complicated live event stream formats, down to good-old-fashioned CDRs.

At the heart of its call processor lies a unique call matching module, which can be customised from the outside, should there be customer-specific requirements, such as wanting to log the final recipient of a call in a multi-leg chain, or the first person who answered it!

Add to the engine an open Javascript scripting facility and you have the ability to fully log all call types: internal, external, private wire, ACD and group calls, PBX features, and tandems.

In short, you'll never miss a single call! ■

How your call data is collected

Here are just a few of the popular methods TIM Enterprise can use to source the data from your PBX:-



Raw TCP Sockets

Both inbound (daemon) and outbound (client) socket connection methods



File Transfer Protocol (FTP)

Batch transfers from billing providers, or large PBXs, can sink or send data to TIM



Direct Database Spool

Any ODBC database can be polled or triggered to provide all or selected fields

For non-standard interfaces, a completely open scripting facility can instantiate third-party objects to retrieve data in a fully customisable way.

System requirements

It's easy to try TIM Enterprise.

Just download a copy from your vendor, and install it on your desktop machine. It'll take less than 2 minutes if you opt for the native database, rather than a SQL RDBMS.

Remember, TIM Enterprise uses its own native web server, so you don't need a server edition of Windows, or have to tinker around with IIS or Apache.

Minimum requirements:-

- Microsoft Windows 2000/XP/Server/Vista
- x86 Processor - 2.0GHz
- 512Mb RAM
- 1Gb free hard disk space
- Ethernet Network Interface Card with TCP/IP
- Web browser (IE6+, Mozilla Firefox 2+ and variants, Opera, Safari) with a Flash plug-in/add-on. Javascript needs to be enabled for the local zone.
- Any modern PDF viewer (reader only)

from



the call logging people

**For more information, a demonstration on your own network,
or to discuss your requirements, please contact your vendor.**



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