PABX *Soft*

Telephone Management Software

Your telephone system is trying to tell you something...
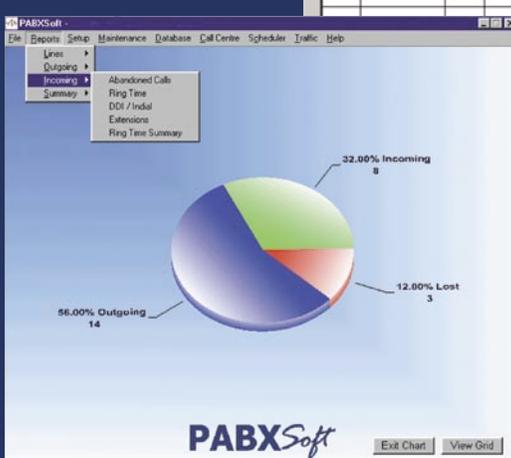
Reduce telephone call expenditure

Improve productivity

Reduce call answering times

Validate advertising campaigns

Identify telephone misuse

Eliminate lost calls due to slow response

PABXSoft is a simple management tool that provides reporting on all incoming and outgoing calls made through your office telephone system.

To view a short Video Presentation go to www.pabxsoft.com/videoshows.html

Line	Incoming		Outgoing		Incoming Duration		Outgoing Duration		Duration	% of Day
701 I	26	100	0	0%	00:33:23				00:33:23	2%
702 P	31	100	0	0%	01:05:29				01:05:29	3%
703 P	24	67%	12	33%	00:29:18	70%	00:12:24	30%	00:41:42	2%
704 P	24	96%	1	4%	00:36:05	89%	00:04:28	11%	00:40:33	2%
705 P	14	7%	186	93%	00:26:51	6%	06:40:05	94%	07:06:56	21%
706 P	24	36%	43	64%	00:49:19	37%	01:25:43	63%	02:15:02	7%
	143	37%	242	63%	04:00:25	32%	08:22:40	68%	12:23:05	6%
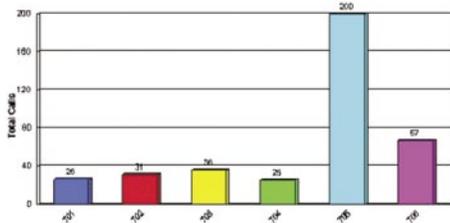
Line Summary

Extension	Local	Regional	National	International	Other	Total
201	9 / 1.98		12 / 11.27		5 / 1.25	31 / 18.02
202	14 / 3.08		2 / 1.37			18 / 7.35
203	15 / 3.30		1 / 1.42			19 / 6.90
204	9 / 1.98	1 / 0.88	4 / 8.03			14 / 10.89
205					2 / 0.50	8 / 4.49
206	9 / 1.98		69 / 34.21	2 / 1.61	3 / 0.75	88 / 41.76
208	24 / 5.28		10 / 13.85			52 / 36.02
Total Calls	80	1	98	2	10	230
Total Cost	17.60	0.88	70.15	1.61	2.50	125.43
Ave. Duration	00:02:20	00:03:56	00:01:57	00:01:47	00:01:30	00:01:58

Destination Summary

Time	0-10	11-20	21-30	31-40	41-50	51-60	61-70	71-80	81-90	91-100	101-
09:00 - 09:29	4	2	1			1					
09:30 - 09:59	4		1								
10:00 - 10:29	9										1
10:30 - 10:59	5										
11:00 - 11:29	5	1									
11:30 - 11:59	5	1									
Totals	32	4	2	0	0	1	0	0	0	0	1
%	80	10	5	0	0	3	0	0	0	0	3
Cumulative %	80	90	95	95	95	98	98	98	98	98	100
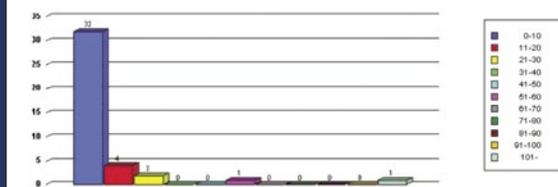
Ring Time Summary

Improving Profitability

PABXSoft reports show you how to cut costs in many ways.
It can show you whether you are renting too many lines. It shows you who in the office is making lengthy long distance and mobile calls so that you can take steps to train staff on making shorter calls, using e-mail, text messaging, etc.
It allows you to run comparisons on real calls you have made, between your current network provider and others offering cheaper services, to determine whether it is worth your while to make a change.
It highlights frequent calls to and from the same number (perhaps another office) where a Tie line or VoIP circuit may provide cost savings.

Incoming Callers and Customer Service

Answering incoming callers promptly is the goal of every business and PABXSoft can be used to measure your own performance. Reports on ring times, lost (abandoned calls), caller ID, and who answered each call can be used to highlight when you may need to allocate additional resources during peak times. There are reports that show you when all your lines were busy, preventing callers from reaching you. If you have ISDN lines with 'direct to desk dialling' you can view how many calls are received on each number, again, including caller ID. This can also be used to measure effectiveness of marketing campaigns if unique incoming numbers are allocated to each advertisement.

Automatic Report Scheduling

Every Report can be scheduled to automatically print or e-mail (or both) at any time of the day or night . Remote offices can send daily, weekly or monthly reports to head office without any user interaction.

Live "Traffic" Screen

If you run a Tele-Sales team, operator or service group or are interested in the current activity within any group of extensions within your organisation, then PABXSoft's live traffic screen will keep you continuously informed.

Automatic Scheduler

Passwords

Restrict access to PABXSoft on each PC with two levels of password protection.

Directory

Create your personal directory of names and phone numbers to replace the default names that appear in PABXSoft reports.

Adjust Costs

PABXSoft's simple Call Cost table allows you to change the cost of each type of call (Local, Long Distance, International) as often as you like, and for whichever carrier(s) you use.

Export & E-mail

Export any report into a wide variety of formats including Excel, Word, Access, HTML, Text, or e-mail the report to a colleague as an attachment directly from PABXSoft.

Local Area Network Capable

PABXSoft provides simultaneous reporting for up to seven managers within your office.

All Telephone System Brands

PABXSoft works with all business telephone system brands and models sold around the World, with a recommended maximum of up to 800 telephone extensions. Data can be collected via serial port, IP address or text file.

Background Screens

Icebergs, lakes, desert scenes, or the real-time traffic screen, you choose the look of PABXSoft. You can even create your own JPEG image as a background.
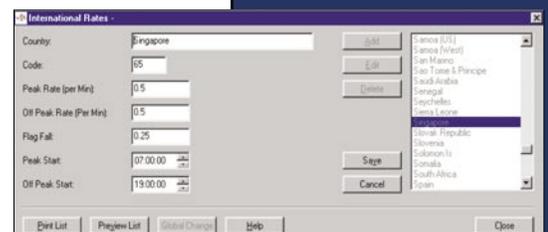
Archive & Restore

Reduce the database size and speed up report generation by Archiving out old call data. Bring the data back at any time using the Restore function.

Live Traffic Chart

Live Traffic Grid

International Call Rates

PABX*Soft*

	Reports	Basic	Advanced
Outgoing	Number Search		▲
	Extensions	●	▲
	Departments	●	▲
	Markup		▲
	External Diversion		▲
	Destination Summary		▲
	Department Summary		▲
Incoming	Abandoned Calls		
	Ring Time	●	▲
	DDI/ Indial		▲
	Extensions		▲
	Ring Time Summary		▲
Lines/ Trunks	All Lines Busy		▲
	Line Utilisation		▲
	Line Detail	●	▲
	Cost Comparison		▲
Summary	Monthly Summary		▲
	Daily/ Half Hourly		▲
	Extension Summary		▲
	Top 30 (6 Reports)	●	▲
	Account Codes		▲
	Authorisation (PIN) Codes		▲
Functions	"Live" Call Screen		▲
	Auto Scheduling		▲

Report Availability

The output from the telephone system will determine which reports within PABXSoft are available with each brand of telephone system.

PC Specifications and Windows

An optional module allows PABXSoft's Call Collector to work as a Windows 'Service' allowing it to continue to collect data after a re-boot or when all users are logged out. PABXSoft is compatible with Windows 95,98, NT, 2000, XP. It is not available for Windows ME.

For more information about PABXSoft visit our website

www.pabxsoft.com

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