

reportX is just about the most effective business application you can buy.

oak

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reportX is a powerful reporting solution for single and multi-site users who want to take affordable call logging to the next level of sophistication.



excell[®]
people. technology. innovation.

call logging **reportX**

- **Reduce Costs**
 See an immediate reduction of up to 15% in call costs and drive continuing improvements in costs.
- **Retain Customers**
 Impress callers by answering their calls quickly and handling their calls effectively.
- **Increase Sales**
 Ensure increased levels of telesales activity are being made to drive new sales.
- **Improve Performance**
 Work with staff to develop their telephone and telesales techniques.
- **Detect Fraud**
 Identify potential telephone fraud early and avoid huge expense.
- **Work smarter**
 Reveal new opportunities to improve the way you do business.

reportX is designed to manage and improve the use of telecommunications throughout your business by delivering a wide and flexible range of reports that show you exactly what is going on in a format that is easy to understand and tailored to your business.

By introducing reportX, immediate cost savings of up to 15% on calls can be realised as well as the associated savings in staff time on those calls. As a result, reportX can pay for itself within three months.

reportX will quickly highlight further immediate savings that can be made by terminating unused lines, redeploying unused extensions, identifying and eliminating unnecessary and unauthorised private calls.

reportX can increase customer satisfaction by helping you ensure that all calls are answered quickly and directed to the correct department first time.

reportX can help increase sales by ensuring that telesales activity is as effective as possible. More calls can mean more business opportunities and better customer satisfaction.

Reports

Preview

Preview reports on-screen, print, save as PDF or export as CSV.

A full range of customisable reports for cost control, response management, traffic analysis, account code billing and much more is included as standard.

Date	Hour	Call	Miss	Long	Short	Total	% Total	% Miss	% Long	% Short	Total
2010-01-21	00:00-01:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	01:00-02:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	02:00-03:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	03:00-04:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	04:00-05:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	05:00-06:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	06:00-07:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	07:00-08:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	08:00-09:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	09:00-10:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	10:00-11:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	11:00-12:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	12:00-13:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	13:00-14:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	14:00-15:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	15:00-16:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	16:00-17:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	17:00-18:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	18:00-19:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	19:00-20:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	20:00-21:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	21:00-22:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	22:00-23:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
2010-01-21	23:00-00:00	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0
TOTAL		0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0



Run reports quickly and easily through intuitive user interface.

CSX
call logging

call logging **reportX**

call logging reportX



Use **reportX** to help reduce costs, retain customers, increase sales, improve performance, detect fraud and work smarter.

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reportX is the perfect solution for every business.

OPTIONS	STANDARD	PREMIUM	ENTERPRISE	OPTIONS	STANDARD	PREMIUM	ENTERPRISE
Store Calls				Historic Report Viewing Options			
Fast retrieval of calls	Up to 1,000,000	Up to 10,000,000	Unlimited	Preview on screen with print option	✓	✓	✓
High performance SQL database included	✓	✓	✓	Export in PDF, HTML, CSV & Word formats	✓	✓	✓
Number of sites	single	Up to 5	Unlimited	Run reports automatically and deliver by email	x	✓	✓
Collect Calls				Live Report Types			
Collection Server running as a Windows Service	✓	✓	✓	Statistics Server running as a Windows Service	x	✓	✓
All telephone systems supported	✓	✓	✓	View Call activity	x	✓	✓
Local collection	✓	✓	✓	View Alarm activity, with immediate notification	x	✓	✓
Remote collection, direct or IP buffer	7	✓	✓	View Fraud activity, with immediate notification	x	✓	✓
Search for Calls				Summary style presentation with graphs			
Site	single	Up to 5	Unlimited	Itemised style call presentation	x	✓	✓
Date, Day, Time, inclusive or exclusive	✓	✓	✓	Notification by Screen Popping, SMS, or email	x	✓	✓
Group, Extension, Line, Phone, CLI, DDI, Account	✓	✓	✓	Installation			
Cost, Duration, minimum and maximum	✓	✓	✓	Includes full range of carrier costing tables	✓	✓	✓
Historic Report Types				Helpdesk support available			
Full range of Cost Control reports	✓ 2 only	✓	✓	Remote diagnostic support available	✓	✓	✓
Full range of Response Management reports	✓ 1 only	✓	✓	Installation service available	x	✓	✓
Full range of Traffic Analysis reports	x	✓	✓				
Full range of Account Code Billing reports	x	✓	✓				
Summary style presentation with graphs	✓ 1	✓	✓				
Group/Department style presentation with graphs	✓ 1	✓	✓				
Itemised style call presentation	✓ 1	✓	✓				

reportX will alert you quickly to any unusual telephone or trunk activity, thus potential telephone fraud can be recognised early and huge expense avoided.

reportX can also highlight the opportunity to increase business efficiency through the use of additional integrated software modules. Whether it's recording calls, screen popping your contact database, or displaying vital call and business information on a wallboard, Oak has got it covered.

reportX works hard for businesses and call centres of any size, as well as multiple sites, delivering the maximum benefit at the most cost effective price. Look at the **reportX** options above to see which one fits your business best.

You need the right solution to get the best from your investment in staff and telecoms.



CSX provides the building blocks that will support your business - changing with you and with the times. Use just one of our applications or all of them - or build up your ideal total solution at your own pace.



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Excell

4-6 Langford Arch, London Road, Sawston, Cambridge
CB22 3FX

Tel: 0800 1 959 959

Email: enquiries@excellgroup.com

www.excellgroup.com

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