

MyCalls puts you at the forefront of Call Centre management

Advantages:

- Reduces abandoned calls
- Improves efficiency of agents
- Spreads the work evenly between agents
- Improves service levels

MyCalls Call Centre

MyCalls Call Centre helps you manage your call centre or a group of tele-marketing agents more efficiently and productively. It encompasses real-time information on screens for your managers to monitor all call centre activities and performance at a glance.

Real-time information such as total number of calls in queue, a caller's waiting time, availability of customer service agents, abandoned and answered calls, can also be displayed on the agent's desktop PC thus, empowering them to further increase efficiency at the call centre.



Full call details and statistics are archived for further analysis and reports can be created via a powerful report designer for crucial decision-making.

These reports can help reduce agents costs, improve call centre efficiency, and enhance the customer calling experience.

Redefine your Communication Scoreboard



MyCalls

- Real-time extension status
- Unlimited extensions / trunks
- Predefined reports
- Management by exception alarms
- Call costing

MyCalls Call Manager

- Enhanced reporting
- Custom report builder
- Enhanced alarms
- Performance statistics
- Organisational user view / management
- Backup / Restore database
- Caller ID name tagging
- Multi-user

MyCalls Call Centre

- All features of MyCalls Call Manager
- ACD monitoring on Aspila EX system
- ACD statistics / reports
- Provides real-time user status view
- Agent based reports

*Note: 1) MyCalls and MyCalls Manager can be connected to Aspila EX or Topaz. 2) MyCalls and MyCalls Manager features may vary when connected to either model of Aspila EX or Topaz.
3) MyCalls Call Centre can only be connected to Aspila EX.

PC / SERVER REQUIREMENTS

LESS THAN 32 EXTENSIONS

Minimum

- Intel based processor 1GHz
- 12MB RAM
- 6GB Hard Disk Space
- OS Windows XP Pro / Windows 2000 SP4 / Windows Server 2003 / Windows Vista Business, Ultimate and Enterprise*

Recommended

- Intel based processor 1.8GHz
- 12MB RAM
- 6GB Hard Disk Space
- OS Windows XP Pro / Windows 2000 SP4 / Windows Server 2003 / Windows Vista Business, Ultimate and Enterprise*

OVER 32 EXTENSIONS

Minimum

- Intel based processor 2.5GHz
- 1GB RAM
- 6GB Hard Disk Space
- OS Windows XP Pro / Windows 2000 SP4 / Windows Server 2003 / Windows Vista Business, Ultimate and Enterprise*
- Archiving and purging of call records will be necessary if MSDE is used

Recommended

- Intel based processor 2.5GHz
- 1GB RAM
- 6GB Hard Disk Space
- OS Windows XP Pro / Windows 2000 SP4 / Windows Server 2003 / Windows Vista Business, Ultimate and Enterprise*
- SQL Server 2005 Standard, single processor version*

*Note: If you are using Windows Vista, it is recommended to double the amount of RAM installed in the PC / Server.

#SQL Server 2005 is only needed in an enterprise of 10 or more systems.

Guaranteed NEC INFRONTIA Quality

When you buy ASPILA EX products, you also buy part of the NEC INFRONTIA legacy that began in 1918. As a worldwide manufacturer of telecommunications and electronic systems, we produce all of our products with performance and reliability in mind.

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Call Management Solutions

A new standard in call management

Efficient Call Management Solutions

Every customer's call is a business opportunity and it is up to you how you would want your calls to be managed efficiently and effectively. MyCalls offers various solutions as your business instrument, helping you to do more, communicate better, and increase both productivity and revenue.

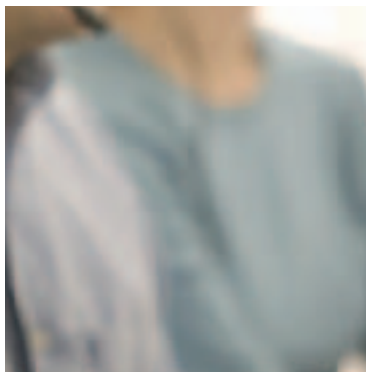
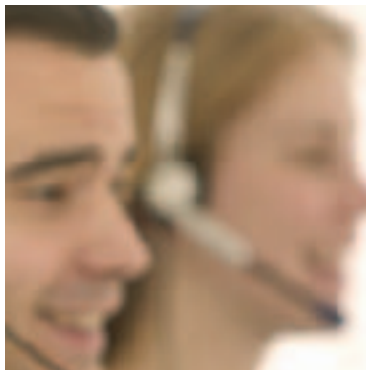
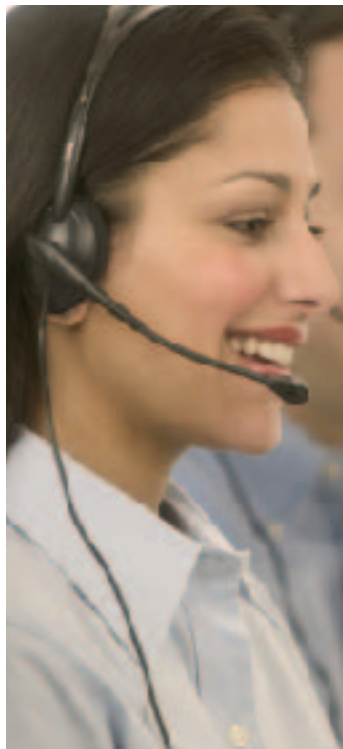
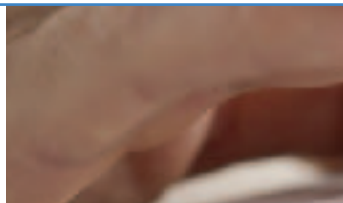
MyCalls

MyCalls is a powerful call management software that seamlessly integrates with the Aspila EX telephone system, to offer you a scalable solution that delivers effective results. MyCalls gives you the flexibility to define the expectations of your own service levels with effective monitoring tools. Take control of MyCalls to enhance the productivity and efficiency of your staff and at the same time increase the level of professional customer service.

Introducing the concept of real-time phone-user performance measurement tools that helps you monitor the performance of your telephone calls and users proactively, before any setback and crisis arises and resolve them promptly in the most effective manner. MyCalls provides you with answers to questions such as "How many staff do I have available to answer calls?", "Do I have enough staff at that time to answer incoming calls?", or "How long do my staff spend talking on the phone for every call?"

Some of the many MyCalls features include:

- Real-time graphical summary of calls
- Group level call statistics
- Report by DDI
- Management by exception
- Number of calls received
- Number of calls abandoned
- Call duration
- Call volume reports



MyCalls delivers the capability of setting customised system alarms to monitor and alert all your incoming calls and abandoned calls, so that you might be able to respond to any problem immediately.

Apart from the phone usage monitoring and analysis tools for cost management, it also features the following benefits:

- Improved customer satisfaction
- Identifying overachieving and underachieving employees
- Identifying call patterns and trends
- Auto scheduling reports
- Determining the 'busy hour'
- Identifying missed calls
- Identifying true call cost
- Cutting telecom and operational costs
- Identifying unused extensions and trunks
- Importing mobile and home bills

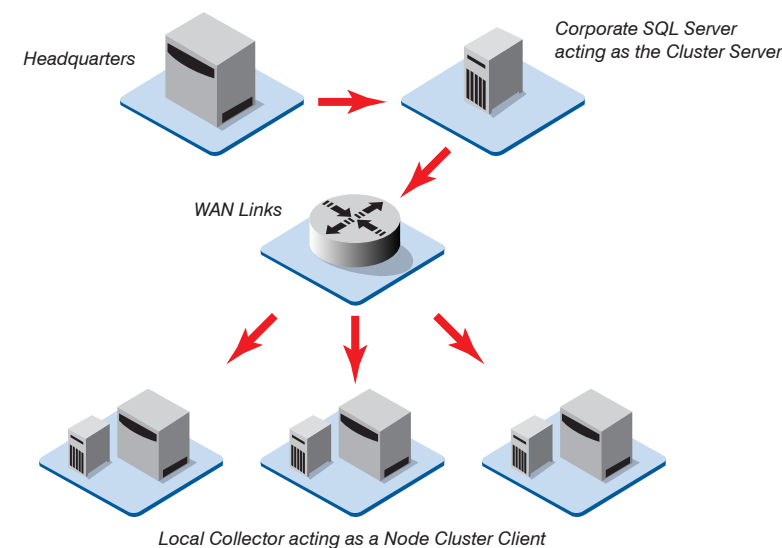
Capitalise on MyCalls together with Aspila EX telephone system to measure how long was your customer put on hold before they hung up or how much time and money your business is spending on telephone usage.

MyCalls Call Manager comes with a call costing feature that enables you to track and monitor the usage of your phones for costing purposes such as your telephone line rentals and maintenance cost, likewise, using these reports to calculate your profit margins.



MyCalls Enterprise

For multiple site support, embrace MyCalls Enterprise Edition which integrates alongside AspilaNet to offer you a superior, centralised call management tool for multiple sites when using the Aspila EX telephone system.



If you cannot measure,
you cannot manage...

MyCalls Call Manager

The upgraded version, MyCalls Call Manager provides you the flexibility of generating your own customized reports in accordance to user-defined schedules and intervals. These reports can also be exported into text document format or spread sheet format for further data mining purposes by other software applications such as Microsoft Excel or Lotus Notes.

The additional features from MyCalls Call Manager:

- Real-time client / user status and statistics display - including performance parameters
- Report scheduling
- Multi-user access

The customised reports can be scheduled to run every hour, every day, or every week with any information at anytime you require.

Multiple reports can be scheduled to run at a predefined time or initiated whenever any set of defined rules have been violated. A typical example would be setting a rule on the maximum tolerant number of abandoned calls acceptable by your company, and then having MyCalls Call Manager Alarms to alert you once the defined rules have been breached.

Enjoy the additional benefits of deploying MyCalls Call Manager:

- Organisation configuration
- Enhanced flexible alarms
- Call costing
- Callers and multi-PBX capable
- Mobile phone bill import
- Multi-user bill import
- Node ID's
- Performance statistics

Acquire these extra features to further enhance your business management and measurement of your telephone traffic more efficiently.