



advance report

Call Logging & Reporting

Oak's call reporting software provides the detailed analytics needed to measure and manage your business performance.

Advance Report shows you just how productive your business is. It captures the details of every call that a business handles, displays this information on a wallboard screen, and uses it to generate a series of comprehensive reports. At a glance, you can see where calls are coming from and going to, who is making the most calls, how much your calls cost, and when your busiest and quietest periods are, and even detect possible fraud. With an informed understanding of your call flow you can better manage your business.

Choose Advance Report to:

Reduce costs

See an immediate reduction of up to 15% in call costs as well as the saving of staff time spent on unnecessary or long duration calls.

Retain customers

Impress callers by answering their calls quickly and handling their calls effectively.

Increase sales

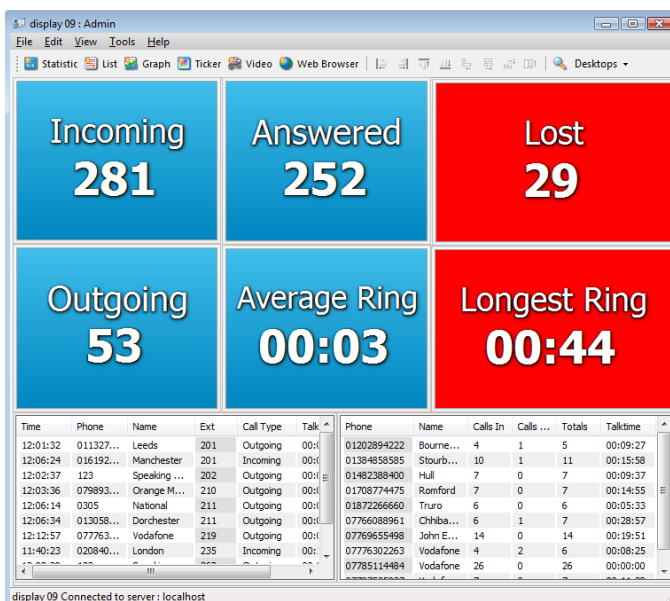
Use the wallboard display to show telesales campaigns and to motivate staff to hit visible sales targets.

Improve performance

Analyse staff telephone usage and work with them to improve their telephone and telesales techniques.

Detect fraud

Identify telephone fraud early and avoid running up huge phone bills.



Wallboard Display.

Find out more at: www.oak.co.uk/report

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

Call Logging & Reporting

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

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	✓	✓	✓	View Fraud activity, with immediate notification	x	✓	✓
Search for Calls				Wallboard Module			
Site	single	Up to 5	Unlimited	Historic call data	✓	✓	✓
Date, Day, Time, inclusive or exclusive	✓	✓	✓	Web page	✓	✓	✓
Group, Extension, Line, Phone, CLI, DDI, Account	✓	✓	✓	Live call data	x	✓	✓
Cost, Duration, minimum and maximum	✓	✓	✓	RSS feed	x	✓	✓
Historic Report Types				Video & IPTV feed	x	✓	✓
Full range of Cost Control reports	✓ 2 only	✓	✓	XML database feed	x	✓	✓
Full range of Response Management reports	✓ 1 only	✓	✓	Number of Clients included	✓ 2	✓ 2	✓ 2
Full range of Traffic Analysis reports	x	✓	✓	Installation			
Full range of Account Code Billing reports	x	✓	✓	Includes full range of carrier costing tables	✓	✓	✓
Summary style presentation with graphs	✓ 1	✓	✓	Helpdesk support available	✓	✓	✓
Group/Department style presentation with graphs	✓ 1	✓	✓	Remote diagnostic support available	✓	✓	✓
Itemised style call presentation	✓ 1	✓	✓	Installation service available	x	✓	✓

Look at the Report options above to see which one fits your business best.

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

Report 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.

Report 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.



Call Recording, Reporting & CRM Integration

