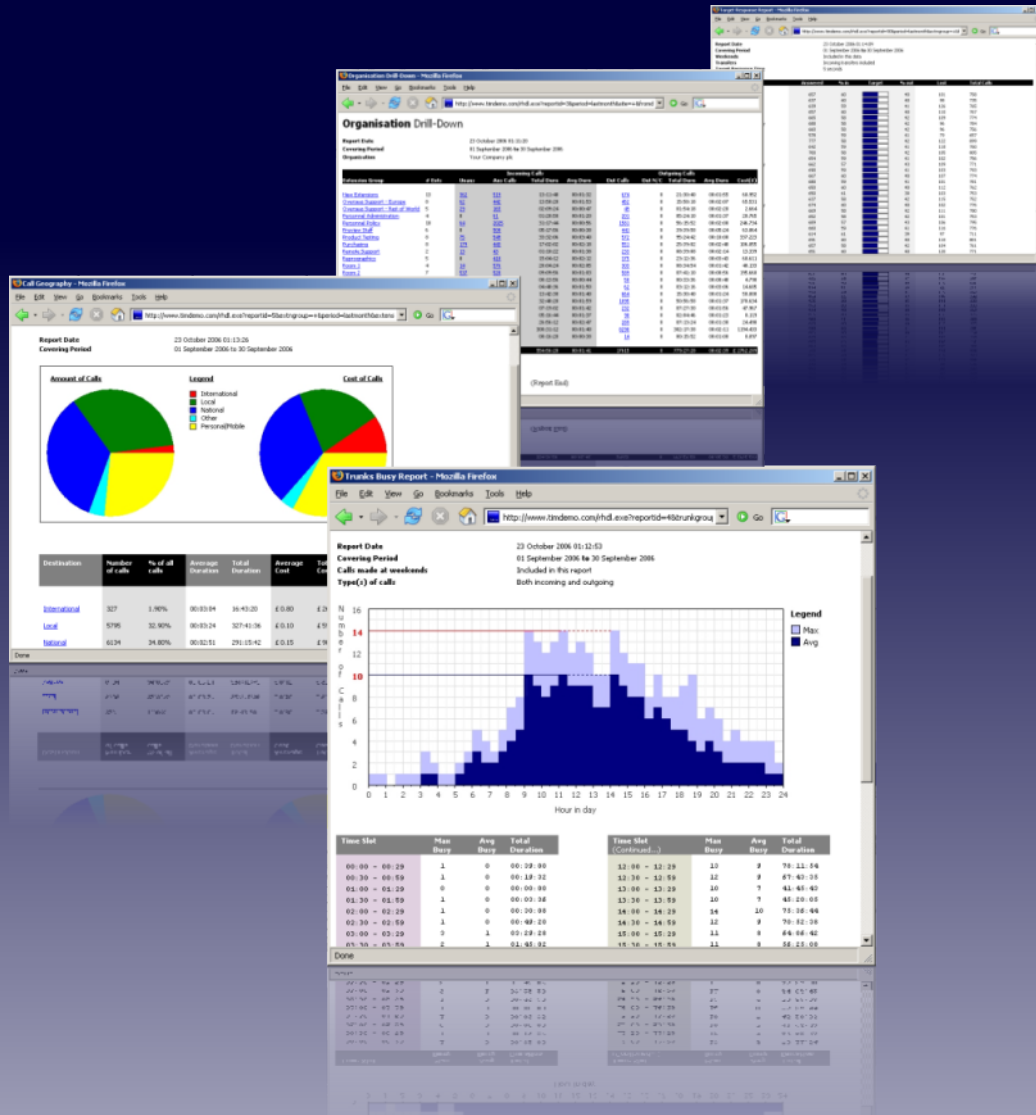


# TIM Professional™

powerful, intuitive call logging for everyone



see your calls live, as they happen



access from anywhere using a standard web browser



log multiple PBXs on one single system



produce fully customised telephone bills



includes a powerful native web server - zero config!

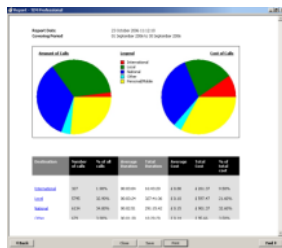


includes advanced call tracking features

**TIM Professional - the pioneering call logger that set the standards on which all others are based. It's a Windows-based application that uses the data output from your telephone system, checks it, costs it and stores it automatically. From this data, complete summary or detailed management information can be sought across your whole organisation.**

#### Control costs

TIM gives department managers the information they need to control their own budgets for telephone costs. Just knowing such a system is in place can reduce general telephone abuse, allowing significant savings.



#### Improve service

TIM identifies when and where your calls are being lost. Lost calls mean lost business, and customer dissatisfaction. TIM also monitors your line usage. Do you have enough lines? Do you have too many? TIM scrutinises your telephone traffic and can readily suggest line optimisation.

#### Access from anywhere

You can use TIM just the same, both locally using its simple Windows Explorer-style interface, and remotely using any web browser, to produce reports, edit your configuration, or see live wallboard-type statistics.

#### Fast and accurate

TIM retrieves information in seconds. It works around a lightning-fast and incredibly flexible costing algorithm allowing stats to be produced within seconds of a call being made.

#### Management information reports

TIM produces a number of highly flexible reports. These are available on-demand at the PC running TIM, or through a web browser. They can also be sent to a printer or by e-mail on a regular basis, every hour, day, week or month. Some of the reports are described here.

The screenshot shows a software window displaying a large table of call records. The table has multiple columns including 'Time', 'Duration', 'Cost', and 'Category'. The data is organized into several columns, showing a detailed log of individual calls.

#### Billing Reports

When you need to produce phone bills for your clients, whether you're a business centre, a hospital, hotel or large company with a need for inter-departmental billing, you can be sure the phone bills that TIM produces are professional and accurate. They're also fully customisable to include your logo, contact details, and any other user-defined content, authored in standard HTML.

#### Organisation Drill-Down

A powerful, fully-clickable report which begins at the top of your company's hierarchy with a

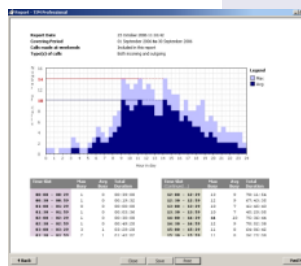
complete summary of all phone activity, with totals and averages. By simply clicking on the hyperlink of the group you're interested in, the report dynamically changes, to show the same summary data for each individual user in the group you selected. By further clicking a specific user, a detailed log of all activity for that user is shown.

#### Trunks Busy

This breaks down each business day into half-hour periods, showing the maximum and average number of phone lines in use during any particular half-hour. You can choose to exclude weekends, when perhaps not so many calls are being made or received, so as not to distort your averages.

#### Call Geography

Includes pie charts and a table showing exactly where you make your calls to: local, national, international, mobile, etc. Each segment is shown as a percentage of the number of calls, and again to show how much of the cost is made up of those types of calls. This quickly enables you to see how just a handful of calls may account for the lion's share of your call costs!



#### Top Calls

Quickly identify your top calls by cost or duration. This can be useful for uncovering abuse or for identifying expensive types of calls, for example calls to directories, mobiles, premium rate numbers etc.

#### Incoming Call Analysis

Breaks down your working day into half-hour segments to show information about your incoming calls. Summarise your answered and abandoned calls, find out how long it's taking you to answer them, or how long people are waiting before they give up. All figures show maximum and averages so you can effectively plan your staffing requirements throughout each day.

#### Target Response

See how well a group of extensions, or your whole organisation, is answering incoming calls and check that they're within pre-determined targets. Each day is shown line by line with a visual indicator of the percentage of calls answered within and outside your target response time.

#### Custom Report

Custom reports allow you to specify your own reporting criteria, giving you ultimate flexibility in finding the calls you want.

## Frequently-Asked Questions

#### How fast is TIM Professional?

TIM can process thousands of phone calls per day, and does this live, as calls happen. During call processing, you have full access to all of your reports at any time you want, on demand, either at the console where the application is running, or over your network via a standard web browser.

#### How many call records can TIM Professional store?

The internal database can store up to 2Gb of data, enough for a medium-sized company to store phone call records over many years. If space gets tight, old data can be archived to another location, to be imported and inspected at any time in the future.

#### How many lines and extensions does TIM support?

TIM Professional can log anywhere between 1 and 300 lines and extensions, all for a single-priced license, so you're not penalised if your company (and your phone system) grows!

#### How 'live' is live call processing?

As soon as a call has finished, within a matter of seconds, it is processed and stored by TIM in its database, allowing immediate access through any of its reports. Any calls meeting user-defined criteria can be set to trigger an alarm, the details of which are immediately sent by e-mail.

#### I have several sites, each with their own telephone system. How can I access this information in one place?

Each copy of TIM can collect data from a single PBXs through a serial port, over a network connection, or by file transfer. If you have more than one site, the data can be combined, but there are limits if extension numbers repeated at each site. However, if you want a truly integrated system that has no such limits, we recommend our **TIM Plus** product (for up to 5 PBXs) and **TIM Enterprise** if yours is a large network of interconnected PBXs with many hundreds or thousands of users.

#### How safe is TIM's internal web server?

Each web user is given specific access to either the whole system, or to a single department, and this restricts the calls they're allowed to see in reports. Additionally, the server can allow or deny access to individual or ranges of IP addresses.

#### Can TIM tell me if I have enough lines?

The Trunks Busy report shows how busy your system gets throughout each day, by looking at the number of concurrent calls you make and receive, so you can easily see if you have enough lines - or too many! TIM also shows how long it's taking you to answer calls, so you can more effectively plan your staffing requirements.



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