

PhonEX™ ONE

Take control of your communications

Whether you need to reduce costs, improve employee productivity or increase your network performance, PhonEX ONE is the simple to use management tool delivering results directly to your desktop

PhonEX™ ONE enables organizations to operate more efficiently, productively and profitably through monitoring and reporting of their communications. It can monitor multiple CDR sources and supports multiple sites, tariffs, languages and currencies. Developed on an SQL database platform and enhanced by advanced ASP.NET technology, it runs as a service and is fully supportive in a VMWare environment.

Dashboard User Interface: The front end delivers a graphical and tabular snapshot of call details in real time, directly to the desktop without the need for specific report generation. Hyperlinks enable 'click through' and drilldown reporting directly from the dashboard.

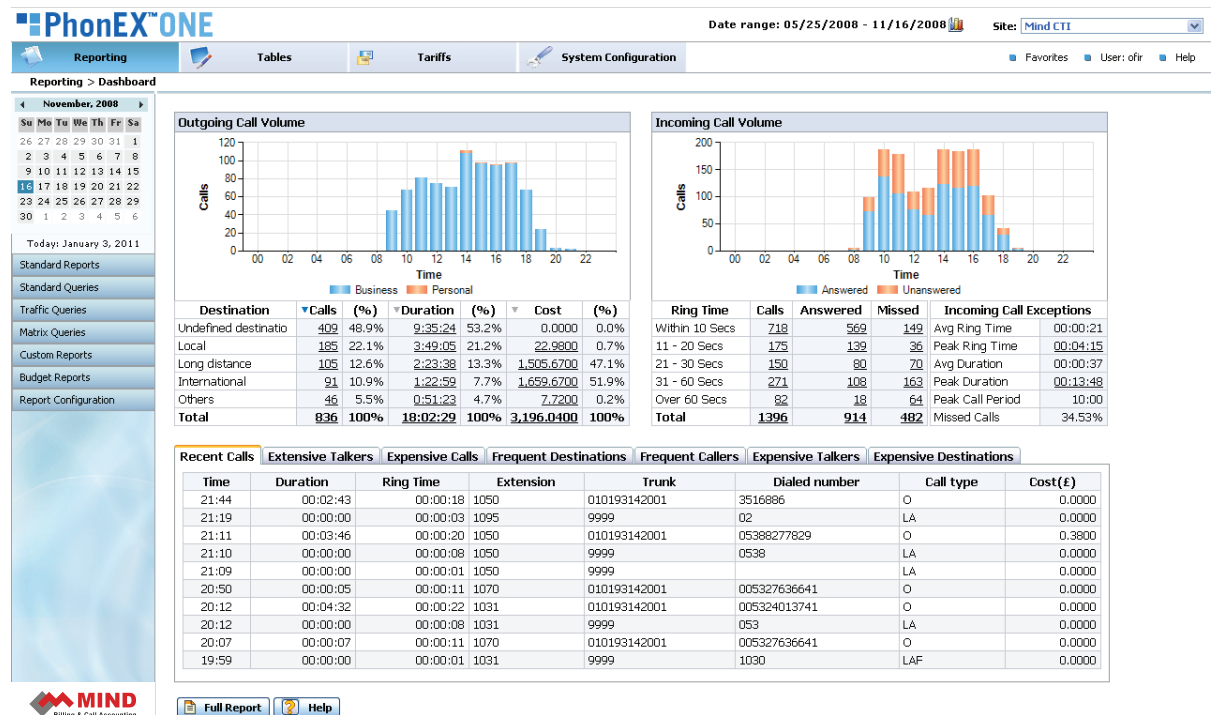
'Set and Forget' Reporting: Reports can be automatically generated, scheduled and distributed to the relevant personnel freeing resources for other tasks. Delivery of regular reports ensures costs are allocated, highlights employee performance, reduces the risk posed from abuse and provides ongoing monitoring of network performance.

Query Reports: Custom reports can be created, saved as templates or scheduled to run automatically. Users select the report filter criteria, the fields to be displayed and can include your company logo. 'What if' reporting compares carriers in order to optimize costs and carrier selection. Summary reports have drill down capability creating detailed reports with a single click.

VoIP Quality of Service (QOS) Reporting: Network and call quality can be monitored through the Mean Opinion Score (MOS) reporting capability* used for analysis, trouble shooting and future planning of VoIP networks.

Real Time Alerts and Budget Control: Real time alerts can be set and when the predefined call criteria has been met delivered by email, screen pop or SMS.. The budget control module sets cost limits per extension and once exceeded will bar the extension allowing emergency calls only.

* Telephone system dependant



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PhonEX™ ONE



Report

At the heart of PhonEX ONE is the powerful and flexible reporting and query tool. Automated or produced when required, the reports deliver only information that is relevant. PhonEX ONE does not tell you what your reporting needs are, it empowers you to decide.



Manage

"You can't manage what you can't measure", PhonEX ONE delivers management reports from which informed business decisions are made, these are easily be dispersed to the relevant business heads to take ownership.



Feature Summary

- Web-based solution running as a service, providing full functionality for reports and administration at anytime from anywhere
- Dashboard User Interface
- LDAP Compliant enabling synchronization with the Active Directory and other LDAP compliant databases – automatically imports MACS (moves, adds and changes)
- Works with virtual servers such as VM WARE
- Automated reports (Email, screen or saved to file)
- User definable report format – Excel, Word, HTML, PDF, CSV etc
- Easy to produce, customizable reports with drilldown capabilities
- VoIP QOS reporting
- Cellular phone use reporting
- "What if" reports to analyze and compare alternative carriers for all CDR's
- Traffic reports to monitor peak loads and bandwidth utilization
- Budget module restricting outbound calling
- Real time automated alarms
- Multilingual, multicurrency, multi – CDR's
- Database structure based on the Microsoft SQL database
- Flexible – easily adjusts to organizational hierarchies
- Scalable architecture – unlimited sites and extensions
- ASP.NET technology to conform to company security policies
- Event log for auditing and tracking system use



Monitor

Instead of second guessing, you have access to real time facts and figures: Who's calling who? How much is it costing? Are phones being answered in a timely manner, who is abusing company resources?



Optimise

As communications networks continue to increase in complexity PhonEX ONE ensures that these are deployed and used as efficiently as possible through detailed reports on call usage, call quality, call routing and bandwidth utilisation which ultimately ensures a better service is provided to customers.



Guard

PhonEX ONE has the ability to protect your business from the threat of toll fraud and internal phone abuse through real time alerts of usage anomalies. It also has the ability to block outbound dialling* when cost thresholds are met on specific extensions.



Simplicity

An intuitive user experience ensures that PhonEX ONE is accessible to all employees. From the dashboard front end interface through to drilldown and click through reporting information is quickly retrieved and used.

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