



Softlog.Phones



Manage, monitor and recover phone call costs, charges and traffic.

The ever changing telecommunications environment means that controlling expenditure and allocating phone call costs can be a difficult and often time consuming process for organisations without the right tools in place.

Softlog.Phones provides the solution to ensure that organisations stay one step ahead.

New carriers, changing carrier charges and ISDN line usage are all incorporated and updated within Softlog.Phones.

Designed with the flexibility to adapt to a wide range of organisations and industries, Softlog.Phones is the ideal solution to accurately monitor, allocate and recover your organisation's phone call costs.

➤ Comprehensive carrier charge tables

Softlog.Phones incorporates a comprehensive set of carrier call charge tables. Call costs are calculated on a "best estimate" basis which reflects the varying carrier rates and the introduction of special call rates. As a multi-carrier compatible system, organisations simply select their preferred carrier and Softlog.Phones applies the appropriate call rate charges.

➤ Pricing flexibility

Through the Softlog management module, flexible call charge rate features allow organisations to nominate a "charge factor" and apply a mark-up percentage for each call type.

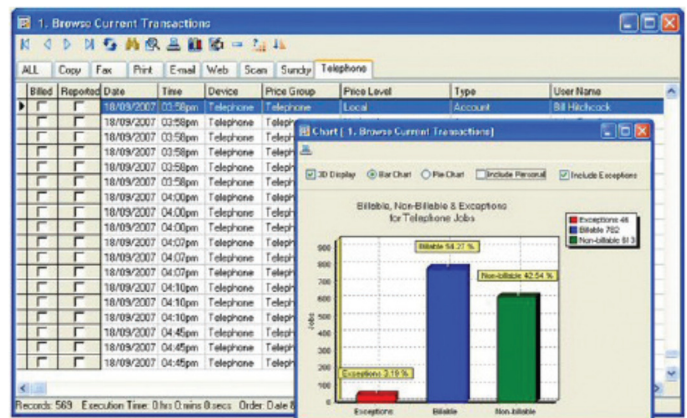
Charges can be applied at various levels and negotiated contracts allow organisations to vary charge rates from customer to customer.

➤ Powerful statistical analysis

Paint a picture of your organisation's call traffic, monitor staff usage, track STD/IDD calls across time periods and ascertain the need for more lines during peak periods.

Softlog.Phones provides comprehensive statistical analysis and reporting features that allow organisations to keep track of critical call information.

In-built reports include traffic density, longest calls, most expensive calls, incoming and abandoned call analysis and most frequently called numbers. Softlog.Phones will run statistical reporting across hours, days, weeks, months or even years.



➤ Softlog Enterprise Management Modules

The Softlog.Enterprise modules comprises of powerful management and administration applications that allows organisations to tailor each module specifically to their requirements, ensuring that every transaction is recorded with as little user input as possible. This results in dramatically increased recovery levels and subsequently higher revenue.