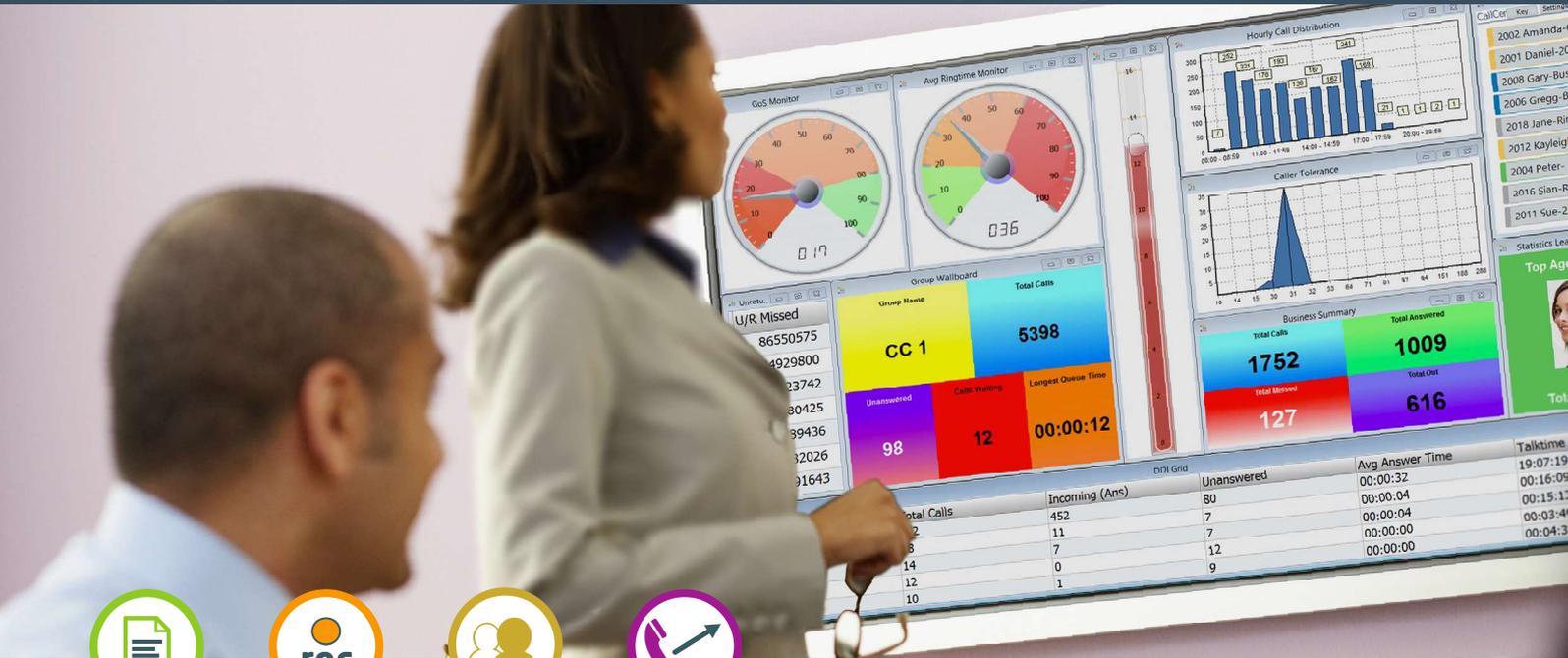


icall suite

complete call management solutions

Take control of your communications, to achieve productivity through intelligence and insight.



report



record



contact



dial



Portsmouth
COMMUNICATIONS

iCall Suite

PRODUCTIVITY THROUGH INTELLIGENCE

iCall Suite call management software

iCall Suite provides complete communications management that integrates with your telephone system. Available as an on-premise or cloud solution, users can view real-time and historical call data, see the status of other extensions and securely record all telephone calls.

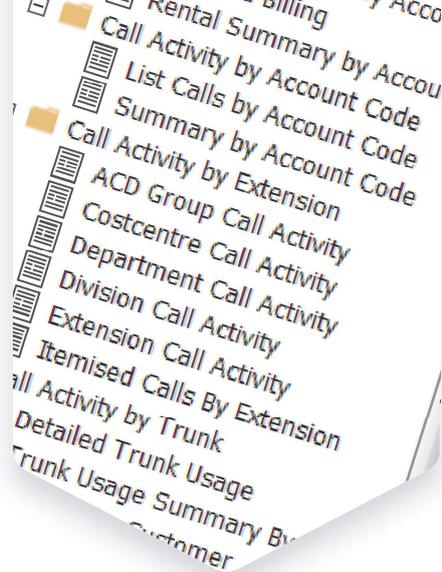
Modules for every requirement

Available in fully integrated modules, iCall Suite provides all the business tools you need for your telephone system.

Special features for managing customer-facing teams

iCall Suite has been designed to work using all available data outputs from your telephone system. iCall Suite can display real-time analytics such as unreturned missed call data and call answering performance via real-time dashboards using customisable widgets created from an extensive library of reports.





Extension	Status
2001 Daniel	Available
2002 Amanda	Available
2004 Peter	Available
106 Gregg	Free/Idle
18 Gary	Busy
Sue	Busy
Kayleigh	Free/Idle
acey	Available
e	Available
	Ringing
	Ringing

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For informal & formal contact centres
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Choose what suits you

Call Management

LOG AND ANALYSE YOUR COMMUNICATIONS

iCall Suite call management is ahead of the class

iCall Suite has an advantage over other call management or reporting suites, by using industry knowledge and intelligence to provide unparalleled levels of real-time and historical information.

You can only manage what you measure

iCall Suite is much more than simple call logging. It is a powerful database engine and a full suite of reports that are designed to give you accurate and useful analysis of your business communications.

Included are recognised metrics such as Grade of Service and Percentage Calls Answered reports as well as unreturned missed calls and department / DDI / user performance.



report

*Some features are telephone system dependent, please ask for details on your phone system.

Reports Catalogue

Comprehensive reporting provides a clear view of your business communications. All reports can be customised using the powerful filtering engine.

Custom Filtering

Use the many in-built filters to customise reports and obtain exactly the data you require to measure and analyse your business.

Personal Profiles

Save personal profiles to re-run the reports you need at any time.

Export Data

Export any report, and its underlying data, in PDF, Excel, CSV or HTML formats.

Graphical Analysis

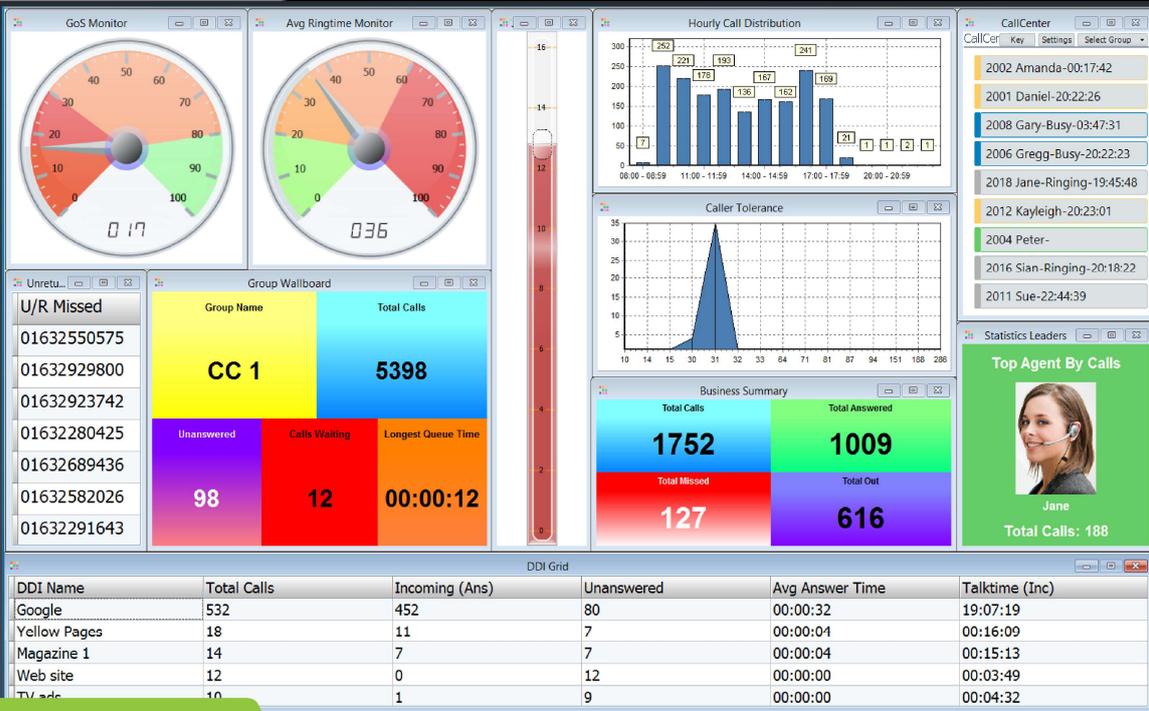
The chart tab allows you to see report information in a clear graphical format.

Scheduled Reports

Scheduled reports can be sent to your email inbox on a daily, weekly or monthly basis – in a format that suits you.

**Understand
your business**

01632923742	7013	249110	00:00:00
01632923742	7012	249110	00:00:00
01632923742	7012	249110	00:00:00
01632923742	7012	249110	00:00:00
01632667169	7011	249110	00:00:01
01632667169	7011	249110	00:00:01
01632667169	7011	249110	00:00:01
01632632092	7010	249110	00:00:00
01632632092	7010	249110	00:00:00
01632632092	7010	249110	00:00:00
01632632092	7009	249110	00:00:00
01632768888	7008	249110	00:00:00
01632768888	7009	249110	00:00:01
01632768888	7008	249110	00:00:01
01632768888	7008	249110	00:00:01
01632768888	7008	249110	00:00:01
01632768888	7007	249110	00:00:01
01632768888	7007	249110	00:00:01
01632768888	7007	249110	00:00:01
01632768888	7006	249110	00:00:00
01632768888	7006	249117	00:00:31
01632768888	7006	249117	00:00:16
01632768888	7005	249117	00:00:00
01632768888	7005	249110	00:00:01
01632768888	7005	249110	00:00:01
01632768888	7004	249110	00:00:00
01632768888	7004	249110	00:00:00



Dashboard Displays

Average Ringtime Monitor



Real-time Monitors

Know up to the minute performance

iCall Suite constantly monitors the phone system for changes to extension status, calls in progress, calls in queue and many other factors. All events are captured and can be displayed on the dashboard in real-time.

You can also configure alarms and thresholds to visually alert you to significant status changes, as well as setting email alerts.



Custom Dashboards

Create your own unique views

The iCall Suite dashboard is a blank canvas for you to make your own, with fully customisable widgets and data feeds.

Unique 'Widgets'

Filter and display data dynamically

Widgets are configurable 'mini reports' that you can place on the dashboard. Widgets display real-time or historical information in a clear graphical way



using speedos, thermometers, wallboards and charts. You can create your own widgets directly from reports and share them with other users.

Call Recording

KEEP A SECURE RECORD OF ALL CALLS

In today's competitive world, keeping a secure recording of telephone conversations just makes sense.

Many types of organisations can benefit from recording calls.

In particular, there are clear advantages for legal firms, insurance companies, call centres, public agencies, health centres, doctors surgeries and any FSA regulated company that is legally bound to record calls.

Call recording is vital for any organisation that is serious about monitoring staff performance and compliance to company guidelines.

iCall Suite call recording is completely integrated into the call management application, so you don't have to switch between applications to find or play back calls.



record

A choice of line types

We offer hardware for all line types including:

- Analogue
- ISDN2
- ISDN30
- SIP / IP Trunks

Contained and managed from a single work station or server, storing, finding, reviewing and archiving calls is just a click away.

Powerful Filters

Easily locate the calls you want

Finding the calls you want is easy with iCall Suite because we include a set of powerful filters to sort through all your recordings.



The screenshot shows a 'Call Recordings' filter interface with several sections:

- Date:** A dropdown menu set to 'Today'.
- Time:** Two time pickers set to '00:00:00' and '23:59:59' with 'To' between them.
- Call Filters:** Fields for 'Extension', 'Number', and 'DDI'. A 'Min Call Duration' field is set to '00:00:00'.
- User Filters:** A 'Call Tag' field and 'Flags' section with three checkboxes: 'Unflagged' (checked, green), a red flag, and a blue flag.
- User Settings:** A checkbox for 'Calls with playback permissions' and a 'Limit Call Recordings' field set to '1000' with a note 'Zero for no limit'.
- Call Direction:** Checkboxes for 'Outgoing' and 'Incoming'.
- Call Evaluation:** Checkboxes for 'Evaluated' and 'Non-Evaluated'.
- Actions:** 'Search' and 'Save Search' buttons.

Simple Playback

Built in call player with export

The call player is used to listen to your encrypted call recordings from within the iCall Suite management application.



An export function allows you to decrypt and export recordings as .wav files for playback on other devices or for sharing via email.

Call Evaluation

Easily evaluate calls using your own call compliance questions and report on agent performance

The ability to proactively evaluate calls and staff is a useful tool in monitoring staff performance and compliance to call scripts. Calls can also be tagged for further review or for use in regular staff evaluation or training.

Personal Playlists

Create your own filtered playlists

Call recording playlists allow you to save your filter settings, which then provide fast access to exactly the calls you want to review at any time. You can create an unlimited number of playlists and share them with other iCall Suite users.

Contact Centre Analytics

MONITOR, MANAGE AND CONTROL YOUR CONTACT CENTRE

Real-time reporting for contact centres

Contact centre reporting provides up to the minute agent and group analytics. Up to 10 group performance parameters can be displayed in real-time for any group on a supervisors desktop or on large screens (wallboards) for all to view.

Contact centre modelling helps you to drive business efficiencies and achieve SLAs

You can review past performance and use “what if” calculations to forward plan the number of agents and times of day you want them to work. You can plan using different numbers of agents or different volumes of calls to ensure you are working with the optimum number of people. You can also change parameters such as wrap-up time to achieve SLAs.



A screenshot of the 'UCD Group View' software interface. The window title is 'UCD Group View'. The main content area shows a table for 'Acc Manager (5003)' with columns for agent names and their status. The agents listed are Gregg, Dean, Kayleigh, Jane, Ashley, Jane, Stacey, Amanda, Daniel, Dan, Tony, Jorgia, and Sian. Each agent has a small circular icon next to their name, indicating their status (e.g., online, offline, busy).

UCD Group View	
Acc Manager (5003)	
Gregg	Dean
Kayleigh	Jane
Ashley	Jane
Stacey	Amanda
Daniel	Dan
Tony	Jorgia
Sian	



contact

- ✓ View valuable business intelligence
- ✓ Contact centre modelling
- ✓ Wallboard widgets and alarms
- ✓ Agent analytics
- ✓ Seamless integration with all modules

Contact centre modelling

Call Centre Modelling

Report

Service Levels
Set your target response time: [input]
Set your target service level: [input]

Call Handling Time
Set your target Wrap-up time: [input]
Adjust your average call duration: [input]

Period	Calls	Avg. Talk Time	%
08:00 - 08:59	7		
09:00 - 09:59	149	00:00:20	
10:00 - 10:59	140	00:01:39	
11:00 - 11:59	104	00:01:21	
12:00 - 12:59	133	00:01:34	
13:00 - 13:59	98	00:01:13	
14:00 - 14:59	125	00:01:20	
15:00 - 15:59	91	00:01:26	
16:00 - 16:59	157	00:01:27	
17:00 - 17:59	107	00:01:34	
18:00 - 18:59	20	00:01:34	
19:00 - 19:59	1	00:01:00	
20:00 - 20:59		00:00:42	

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Automated Dialling

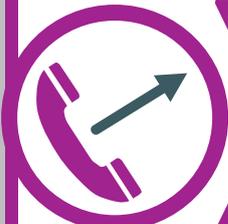
MORE TIME TALKING, LESS TIME DIALLING

Progressive dialling solution

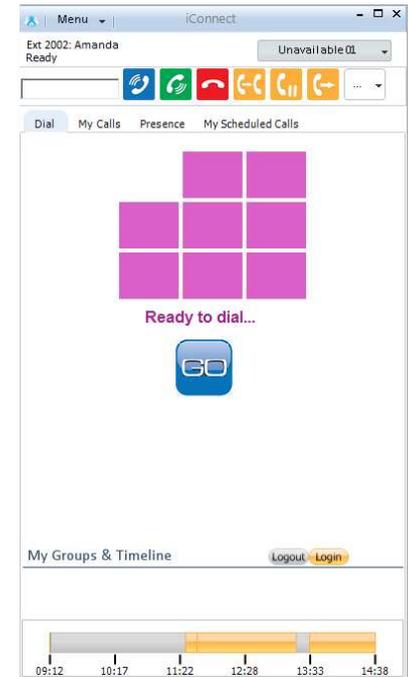
The iCall Suite feature-rich automated dialler presents significant benefits to both the business and the call handler. Campaigns and follow-ups are made easy for the call handler and the business gains from increases in productivity.

Progressive dialling eliminates silent calls in line with recent Ofcom dialling regulations but still delivers productivity. Once an agent has indicated that they are ready for a call, information about the next call is presented to them and the number is dialled immediately.

Dial provides compliance with current regulations and legislation.



dial



Easy to use, saves time and increases productivity. Call handlers can:

- Handle more calls
- Receive call information when needed, rather than looking up the next call.
- Remove time taken up waiting for an answer.
- Avoid manual dialling errors.
- Avoid missed call backs.

The dial module benefits both managers and agents, contributing to job satisfaction.

Our customers have reported increases of up to 70% in daily average outbound calls using the iCall Suite progressive dialler.

Campaigns are easy to set up

Agents/ACD Groups

Wrapup Time

New Campaign Name

0

* Used for Predictive Dialler

In Call Duration

5

* Used for Predictive Dialler

Duration in seconds before making next call for agents

Count

2

* Used for Predictive Dialler

Group Script Path

file containing script for agents in this group. Please save your script

Low

Modules

CHOOSE WHAT SUITS YOU

iCall Suite comprises of 4 fully integrated modules. Select the right modules for your business based on your business needs.



report



record



contact



dial

Adding modules

You can add modules at any time to enhance the functionality of iCall Suite. Increased hardware specification may be required.

Please note that the contact centre feature set is telephone system dependent. Please ask for further details on your telephone system.

Demo Edition

If you want to evaluate iCall Suite you can download a demonstration edition which replicates a real system to show you what iCall Suite can do for your business. Please ask for further details.

Watch iCall Suite demonstration videos online at icallsuite.com/videos





contact



dial



record



report



report

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