



imagine productivity through  
intelligence...



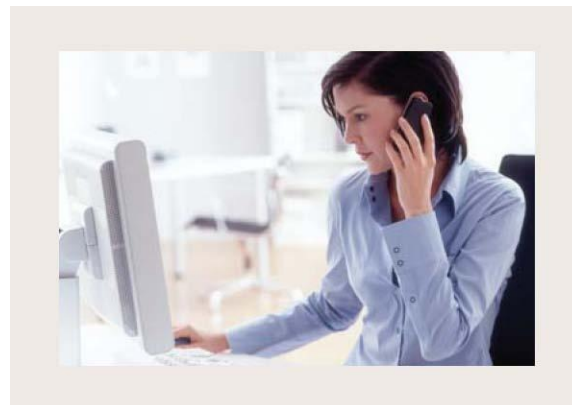
## Advantage through management information

All businesses face the challenge of finding the right technology to help improve their efficiency and increase productivity. Utilising the intelligence built-in to your chosen Telephone solution, your business can be assured that the addition of Tollring's Call Management System (TMS) will allow you to protect and manage both your staff and your business far more effectively.



Tollring TMS delivers a class leading range of software based applications that deliver real business benefits. By providing you with real-time, accurate data and analysis on system, department and user call activity your business can make informed decisions on resource allocation in order to:

- § Create greater staff efficiency
- § Manage and improve the running of your call centre operation
- § Identify opportunities for cost reduction
- § Deliver more effective services to customers
- § Maximise the return on your existing and future IT investments.



## The right solution for every need

Tollring TMS is available in two distinct software packages, allowing you to select the most appropriate and cost-effective solution to meet your individual requirements:

### **TMS lite**

Provides a complete call logging and reporting solution with advanced features, such as system statistics reports delivered via e-mail. Exploiting historical data to identify core trends in call traffic and resource usage TMS is an extremely effective entry-level application for single site, single user working.

### **TMS Professional**

Enables individual and multi-user management with a comprehensive suite of features and functionality and the ability to create bespoke reports to meet your specific business needs. With the addition of applications including Agent stats, and System Wallboard\* that provide real-time statistics, TMS Professional is the ideal solution for more structured or multi-site call centre environments. This software can be run as a client-server for multiple users. Multi-site information can be gathered centrally using IP connectivity or using the optional hardware based solution.

\* Please note that certain features and functionality can vary dependant on the Telephone system being deployed. Please consult your chosen vendor for compatibility.

# Give your customers a voice

**TMS Voice Recording (VR)** is a stand alone solution or a fully integrated additional module for the TMS range of products, which can record your ISDN30, ISDN2, SIP or Analogue trunks. By providing a complete management and call recording solution, which is contained and managed from a single work station or server, storing, finding, playback and archiving of calls is just a click away.

## Is it right for you?

Many types of organisations can benefit from using TMS VR. In particular, there are obvious 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. However, call recording is vital for any organisation that is serious about:

- § Telesales and marketing training
- § Confirming quantities and specifications of an order
- § Staff protection from abuse
- § Litigation purposes, can be used in a UK court
- § Monitoring staff performance
- § Monitoring customer care.

## Why choose TMS VR?

### Easy

- § Industry best stereo playback . to enable easy recognition of caller and employee
- § In-built archiving functionality
- § Recordings can easily be e-mailed from the playback screens
- § Multiple and extensive search criteria to find a call
- § Recordings can be exported as WAV files

### Comprehensive

- § A call is recorded all the way through its route . even if a caller is put on hold, transferred or in a queue . to provide a complete record of verbal transactions
- § Access historical records

### Flexible

- § Any currently installed TMS package can be easily upgraded to TMS VR
- § Easily scalable and cost effective, from just a few users to many hundreds

### Safe

- § Storage and playback is protected using encryption
- § Can report on expected hard disk usage, to manage archiving requirements

## Is it legal?

Organisations ARE permitted to record their customers' calls, provided that they comply with the Privacy of Messages condition of two major telecoms class licenses: Self-Provision (SPL) and Telecommunication Services (TSL) licenses. The most fundamental requirement is that every reasonable effort is made to inform all parties to a telephone conversation that it may or will be recorded, silently monitored or intruded into. Ofcom also suggests that staff are given access to a telephone from which their calls will not be recorded.

Date	Calltime	Extension	Number	Destination	Type	Ringtime	Duration	Cost	DDI	Channel	Account
27/11/06	00:19	119	07775715286	Vodafone	OUT	00:12	00:00:41	0.074	119	2	221
28/11/06	00:19	119	07775715286	Vodafone	OUT	00:12	00:00:41	0.074	119	2	221
27/12/06	00:19	119	07775715286	Vodafone	OUT	00:12	00:00:41	0.074	119	2	221
28/12/06	00:19	119	07775715286	Vodafone	OUT	00:12	00:00:41	0.045	119	2	221
12/09/06	00:20	119	02007433027	London - Outer	OUT	00:17	00:00:11	0.041	119	12	181
12/10/06	00:20	119	02007433027	London - Outer	OUT	00:17	00:00:11	0.041	119	12	181
12/11/06	00:20	119	02007433027	London - Outer	OUT	00:17	00:00:11	0.041	119	12	181
12/12/06	00:20	119	02007433027	London - Outer	OUT	00:17	00:00:11	0.041	119	12	181
03/09/06	00:21	119	014128961	Glasgow	OUT	00:03	00:00:00	0	119	4	126
03/10/06	00:21	119	014128961	Glasgow	OUT	00:03	00:00:00	0	119	4	126
03/11/06	00:21	119	014128961	Glasgow	OUT	00:03	00:00:00	0	119	4	126
03/12/06	00:21	119	014128961	Glasgow	OUT	00:03	00:00:00	0	119	4	126



## A choice of deployment

- < USB or PCI devices
- < PC or a Server



## Enormous expansion capabilities

The PCI range can scale from 15 channels to 2400 channels of ISDN30



# A choice of effective tools

## Call Management

Tollring TMS has been designed to offer organisations of any size the ability to maximise the use of staff, telephony and IT resources. Using historical call statistics, group and extension activity can be analysed to assess call traffic and users efficiency, so that you can:

- § Verify call costs, including multiple carriers
- § Calculate call handling capacity and traffic flows
- § Manage staffing levels to meet fluctuations in demand
- § Create concise billing information for cost centres, extensions, clients and campaigns
- § Create automated or on-demand reports in Excel, Word, HTML and email formats.

## Call Monitor

Samsung Call Monitor module is a powerful tool for identifying key statistics for your core business activities, including analysis of data relating to a particular group eg. sales team, switchboard operators, or a particular inbound number.

number of calls made and received, total call cost and most expensive calls, and present the information in easy to understand charts and graphs. The resulting insights can then be used to maximise staff levels during key times of the day and minimise the wastage and costs from unsolicited inbound and outbound calls.

## Configurable System Wallboard

The latest primary traffic details can be displayed on a desktop PC or via a wallboard, to provide supervisors and/or staff with an easy to view summary of current performance rates of groups, extensions or DDI numbers.

The wallboard module allows 9 individual information fields to be customised for any group, to show one of the 20 available options, including total talk time, total incoming or outgoing calls, total answered or unanswered calls, average response times, most expensive call, total call cost to date, and percentage answered and unanswered.



# The smarter way of working

## Flexible reporting for a tailor-made solution

For businesses that provide outbound call services to clients and third parties or wish to segment billing costs, Tollring TMS also includes over 60 standard and flexible reports that can be customised to your exact requirements.

Included are costing, response and traffic analysis reports which can be filtered by outgoing, incoming, DDI, Campaigns, account (PIN), tandem, internal, network, carrier, trunk and CLI. These reports can be automated to save you time and automatically distributed, via email, in various formats such as MS Excel or MS Word as well as HTML, .csv and .pdf.

## Enhancing service and support

Tollring TMS empowers you to make informed decisions about the way each informal call centre operates. With an advanced range of features and facilities that you would normally only expect in a large, formal contact centre, Tollring TMS helps you effectively manage your service levels by:

- § Identifying trends in agent performance and resource usage in real-time
- § Reducing manpower costs by minimising wastage
- § Enhancing manpower planning and forecasting
- § Controlling resource capacity and re-directing traffic flows
- § Providing vital reports on performance, for senior management and other departments
- § Generating revenue by offering and monitoring outsourced call centre services
- § Enabling effective benchmarking and performance monitoring
- § Creating specific billing for campaigns and clients.

## Multi-site management

Tollring TMS can effectively monitor an unlimited number of sites centrally. Using the very latest in IP data collection techniques, remote site data can be made available real-time over a LAN or WAN. The system constantly checks for any potential drops in connection so you can be sure that your analysis is correct and up to the minute. For additional resilience, data collection units can be used to store and periodically send data to the central system. Optionally local sites can also have their own individual analysis.

With the ability to analyse this information you can maximise the productivity of all your staff and resources, minimise the cost and missed opportunities from dropped calls and deliver the highest levels of customer service to existing clients and new prospects.

