report

call logging

oak

oak.co.uk

tech advance
Distinct Advantage

Report is a powerful reporting solution for single and multi-site users who want to take affordable call logging to the next level of sophistication. It has a full range of customisable reports for cost control, response management, traffic analysis, account code billing and much more.

Report is designed to manage and improve the use of telecommunications throughout your business, with a wide and flexible range of reports that show you exactly what is going on in a format that is easy to understand and tailored to your business.

By introducing Report, immediate cost savings of up to 15% on calls can be realised as well as the associated savings in staff time on those calls. As a result, Report can pay for itself within three months.

Report will quickly highlight further immediate savings that can be made by terminating unused lines, redeploying unused extensions and identifying and eliminating unnecessary and private calls.

Report can increase customer satisfaction by helping you ensure that all calls are answered quickly and directed to the correct department first time.

Report can help increase sales by ensuring that telesales activity is as effective as possible. More calls can mean more business opportunities and better customer satisfaction.

Report will alert you quickly to any unusual telephone or trunk activity, thus potential telephone fraud can be recognised early and huge expense avoided.

Report can also highlight the opportunity to increase business efficiency through the use of additional integrated software modules. Whether it's recording calls, screen popping your contact database, or displaying vital call and business information on a wallboard, Oak has got it covered.

Report works hard for businesses and call centres of any size, as well as multiple sites, delivering the maximum benefit at the most cost effective price.

Look at the Report options overleaf to see which one fits your business best.

Oak is the UK's leading specialist developer of telecommunication applications software.

- **Reduce Costs**
See an immediate reduction of up to 15% in call costs and drive continuing improvements in costs.

- **Retain Customers**
Impress callers by answering their calls quickly and handling their calls effectively.

- **Increase Sales**
Ensure increased levels of telesales activity are being made to drive new sales.

- **Improve Performance**
Work with staff to develop their telephone and telesales techniques.
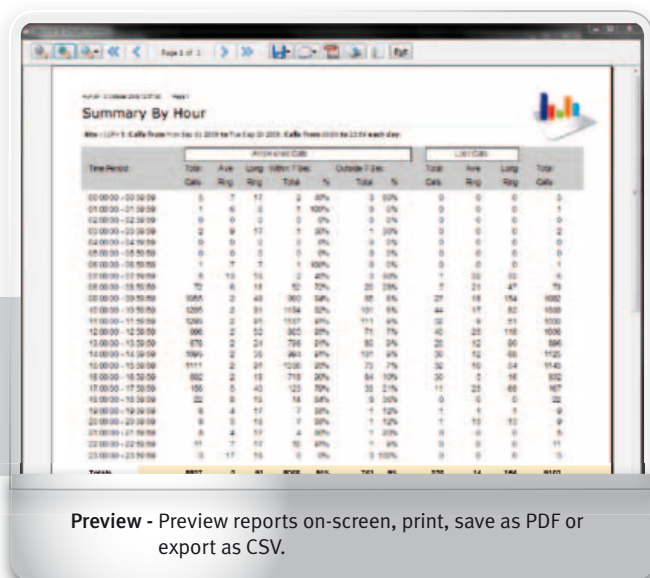
- **Detect Fraud**
Identify potential telephone fraud early and avoid huge expense.

- **Work smarter**
Reveal new opportunities to improve the way you do business.

Report is just about the most effective business application you can buy.

Preview - Preview reports on-screen, print, save as PDF or export as CSV.

Run - Run reports quickly and easily through intuitive user interface.

report

call logging editions

Options	09 standard	09 premium	09 enterprise
Store Calls			
Fast retrieval of calls	Up to 1,000,000	Up to 10,000,000	Unlimited
High performance SQL database included	✓	✓	✓
Number of sites	single	Up to 5	Unlimited
Collect Calls			
Collection Server running as a Windows Service	✓	✓	✓
All telephone systems supported	✓	✓	✓
Local collection	✓	✓	✓
Remote collection, direct or IP buffer	✗	✓	✓
Search for Calls			
Site	single	Up to 5	Unlimited
Date, Day, Time, inclusive or exclusive	✓	✓	✓
Group, Extension, Line, Phone, CLI, DDI, Account	✓	✓	✓
Cost, Duration, minimum and maximum	✓	✓	✓
Historic Report Types			
Full range of Cost Control reports	✓ 2 only	✓	✓
Full range of Response Management reports	✓ 1 only	✓	✓
Full range of Traffic Analysis reports	✗	✓	✓
Full range of Account Code Billing reports	✗	✓	✓
Summary style presentation with graphs	✓ 1	✓	✓
Group / Department style presentation with graphs	✓ 1	✓	✓
Itemised style call presentation	✓ 1	✓	✓
Historic Report Viewing Options			
Preview on screen with print option	✓	✓	✓
Export in PDF, HTML, CSV & Word formats	✓	✓	✓
Run reports automatically and deliver by email	✗	✓	✓
Live Report Types			
Statistics Server running as a Windows Service	✗	✓	✓
View Call activity	✗	✓	✓
View Alarm activity, with immediate notification	✗	✓	✓
View Fraud activity, with immediate notification	✗	✓	✓
Summary style presentation with graphs	✗	✓	✓
Itemised style call presentation	✗	✓	✓
Notification by Screen Popping, SMS, or email	✗	✓	✓
Installation			
Includes full range of carrier costing tables	✓	✓	✓
Helpdesk support available	✓	✓	✓
Remote diagnostic support available	✓	✓	✓
Installation service available	✗	✓	✓

record — call recording

report — call logging

connect — application integration

display — wallboard

OAK ACCREDITED PARTNER

E&OE 3/09

Report is part of the integrated Comms Suite.

Oak is an ISO 9001:2000 Quality Accredited company.
Oak, developing market leading Communications Management Systems since 1985