

COMMUNICATOR



Communicator - Call Manager On Line

Call Logging Solution

RELEASE NOTE

11th May 2009

1 Introduction & Purpose

The Gamma Telecom Communicator service provides a Hosted IP Telephony solution to Gamma Channel Partners. The service is based on the Mitel 3600 Hosted Key System (HKS) platform.

Gamma , in partnership with Sentel Independent , have added the facility of an on line Call Logger to the Communicator service set.

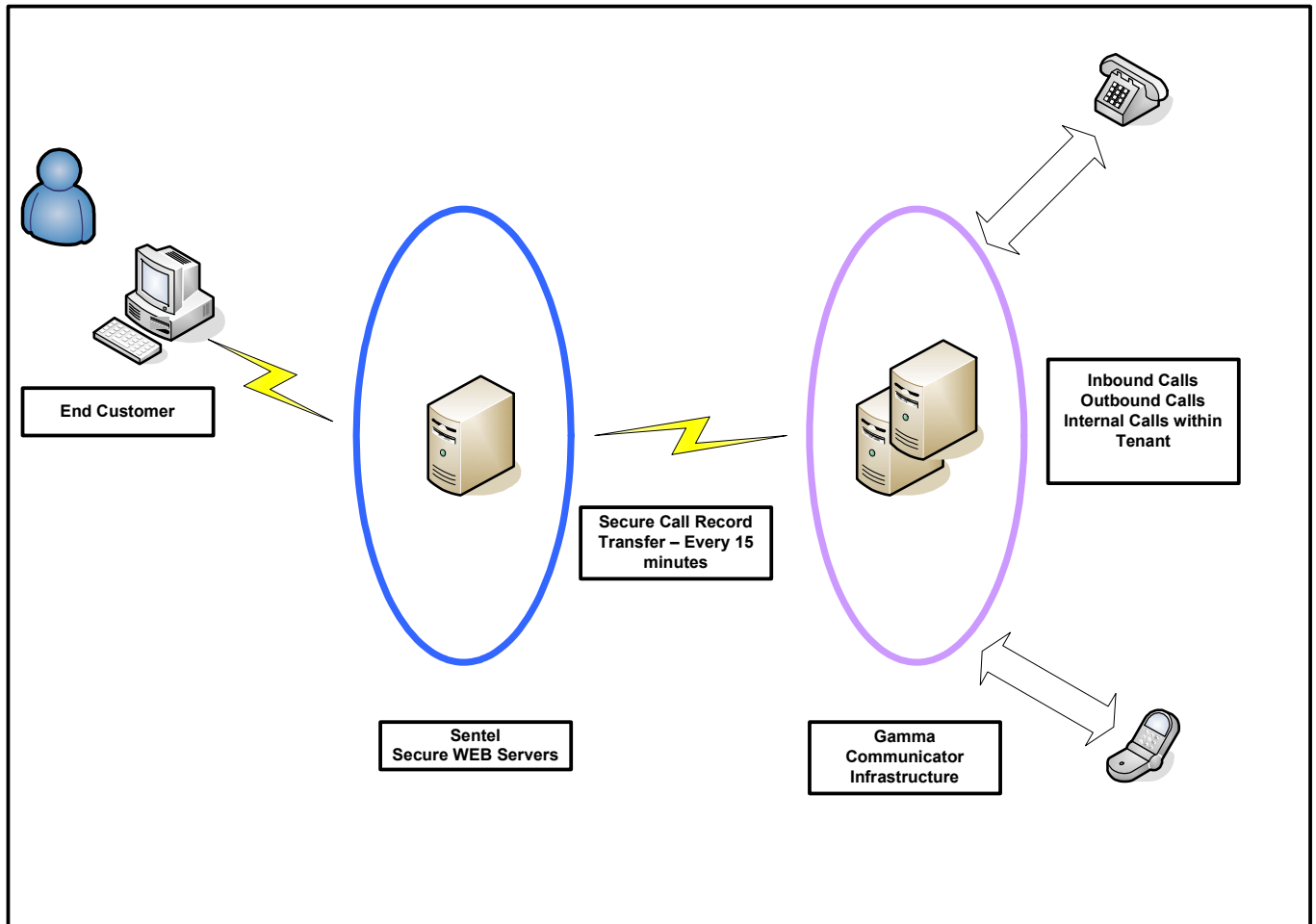
This document details the features of the Call Logging solution , and outlines the provisioning processes , support model and pricing associated with the service.

2 Communicator - Call Logging Solution Overview

Gamma, in conjunction with Sentel Independent, have added the facility of an on line Call Logger to the Communicator service set.

The Call Logging service will allow end customers and Channel Partners to access on line reports related to the Call Data Records of Communicator Tenants.

The overview of the service is as outlined in the following diagram:



On requesting the service for a Tenant Gamma will securely extract the Call Data Records for that tenant, at a 15 minute frequency, and forward the details to the Sentel Web Server.

Sentel will create an account for the Tenant, and the End User Tenant will be able to access the call records within a secure WEB based portal, giving access to all calls made and received within that Tenant.

3 Benefits of a Call Logging Service

The Communicator Call Logging Service – Call Manager On Line , provides a range of benefits both to the End Customer and the Gamma Channel Partner.

The service adds a considerable element to the Communicator proposition when the End Customer is looking to have information that assists them on managing their business and the communication costs associated with their business operations.

3.1 Benefits to the End Customer

The Call Logging service can provide a range of benefits to the Communicator End Customer in managing information related to the Tenant, as follows:

- Identify incoming callers numbers
- Control and reduce costs
- Improve customer service
- Maximise revenue
- Verify phone bills and compare carrier tariffs
- Monitor fraudulent and malicious calls
- Make better utilisation of staff
- Reduce call costs
- Highlight suspicious activity
- Track after hours calls
- Increase communications efficiency
- Monitor talk time
- Identify line/trunk usage
- MIS tool
- Allocation of costs
- Locate unauthorised system access
- Busy hour analysis
- Reduce administration costs

The End Customer can therefore discover: -

- If you're incoming calls are being answered efficiently.
- Where calls are being transferred to and how long to answer.
- How many calls are abandoned.
- If you need more or fewer operators.
- If your telephone usage costs too much.
- If unauthorised or unnecessary calls are being made.
- How much each tenant costs to run.
- How much time your organisation spends talking to itself!

3.2 Benefits to Channel Partners

The addition of a Call Logging service to the Communicator solution can benefit the Gamma Channel Partners as follows:

- Allows a competitive offering when compared against a traditional PBX and Call Logger sale
- Allows a service up sell to existing Communicator customers
- Allows an additional margin opportunity when selling a Communicator overall service

4 Features of the Call Logging Service

The Call Logging service is accessed via a WEB browser , that allows End Customers (or Channel Partners) to access reports associated with Inbound , Outbound and Internal Calls within the Tenant.

Callmanager Online is an effective, easy to use telephone management tool that puts you in control by giving you daily access to your telephone call traffic reports through the convenient resource of the World Wide Web.

This data is then placed on the password secured www.callmanageronline.com web site. The user can access reports on extension usage, destination analysis, high cost calls, frequently dialled numbers and much more. The reports can be produced in accordance with the criteria you have selected.

Once the report has been selected and created the user can then transfer the data in CSV format for use in other programmes such as Word and Excel.

These reports will enable you to analyse your telecoms function accurately and assist you in extension or department billing and setting budgets & targets. You will achieve cost savings, better utilisation of staff and improved incoming call response & quality.

Identification of abandoned calls, high ring response levels and busy hour analysis will ensure you have the ability to improve or maintain standards or where necessary implement remedial action.

Callmanager Online is compatible with industry leading web browsers and is user friendly through its use of menus; help options and direct e-mail links to technical staff.

The report selection process is fast and powerful. The wide ranging and flexible filtering options allow you complete control over the reports you produce.

The service provides the following features:

- Web based using latest technology
- Comprehensive reporting options and tools for customisation
- Fully compatible with industry led web browsers
- Supports high quality data transfer to Word, Excel, HTML, CSV etc.
- Secure confidential departmental access to your information
- User friendly interface
- On -demand and archive history reporting available
- Scheduled reporting
- High speed report generation
- Low cost service
- Colour graphical representations can be produced easily
- Limited staff input required
- No maintenance
- Extension billing
- Ring response and abandoned calls report
- Total control
- Full incoming and outgoing call analysis
- *Free advice and helpline*
- Online directory & online help
- VOIP option
- Automatic report scheduler

'Scheduler' is a feature button in the reports page, which allows management reports to be customised and emailed to recipients automatically on a regular basis daily, weekly or monthly.

- Scheduler reduces time spent by the user creating reports.
- The user definable reports are delivered to the right person at the right time.

- The schedule tool can be used to increase security and decrease costs before they escalate.
- This information will be sent direct to the inbox of the recipient or recipients requested by the user in a variety of formats including web, tabular, CSV and text.
- There is no limit to the number of reports you can customise.
- Request a report to arrive in your inbox every morning that details your lost calls from the previous day with CLI information so that you can call the customer back.
- Popular reports for customisation include top 100 highest duration-outgoing calls, highest cost calls or the most frequently dialled numbers.
- Scheduler is particularly useful within a company where set reports are required for re-billing
- Staff input creating reports is greatly reduced and efficiency significantly increased.
- The filtering function gives you the ability to be notified when 'alarm' conditions occur i.e. the user can schedule an emailed report to arrive daily that lists all outgoing calls made that last for more than a twenty minute duration.

The reports the user chooses to schedule are easily set up. The filters offer you flexibility by allowing you to choose the criteria to report on i.e. only the information that interests you, e.g. calls over a certain value, or calls lasting longer than 15 minutes. Scheduler offers the user an extremely powerful personalised analysis tool.

5 How to Order the Service

The Call Manager , Call Logging service is an optional feature to the Communicator Feature Set.

To order the Call Manager service for a Communicator Tenant the Gamma Channel Partner should follow the instructions below:

Step 1 – Order New Communicator Tenant

If the Channel Partner is creating a new tenant account , the standard Communicator order process should be followed.

Once the Tenant Name has been forwarded to the Channel Partner , the ordering of the Call Manager Account can now commence

Step 2 – Ordering of the Call Manager Account

To place an order for a Call Manager Account for a Communicator Tenant , Channel Partners should complete that attached order form and forward to callmanager@gammatelecom.com , for order processing. If the Channel Partner has details of the Customer's Rate Card and Organisation structure at this stage these can additionally be created on the call manager account.



Microsoft Office
Excel Worksheet

To obtain the maximum benefit from the Call Manager Software for the end customer , Gamma recommend that the end customer call rate cards and Organisation structures are uploaded to the service , to undertake this upload , please follow the instructions below:

Call Rate Card

Attach the Call Rate card to the order as an excel spreadsheet or CSV file.

Please note the Call Rate Card attachment is not mandatory to be added to the Call Manager Account , but it does make the end user reports more powerful and effective if the retail rates are attached.

Creating a Structure

To create an organisation structure within the Call Manager site , Channel Partners can either follow the instructions within the Call Manager account “ Add New Structure” at the bottom of the screen .

Alternatively Sentel can create the structure , by the Reseller following the instructions below :

Using Excel or any spreadsheet program, create a worksheet with the following headings:

**On Line 1and in column A: Extn., column B: Name, and column C: Dept.,
OR**

**On Line 1and in column A: Extn., column B: Surname, column C: Forename,
and column D: Dept.,**

Enter your company structure onto the worksheet in the style of EXAMPLE 1 ANY BUSINESS LTD

Names and departments should be only **35 CHARACTERS LONG, INCLUDING SPACES**. If two or more people share an extension, **DO NOT ENTER IT TWICE**, just abbreviate the names or use initials, e.g. SamM/SharonM/GC. **OPERATOR NAMES** should be preceded by a **# AND A SPACE**.

Departments should not exceed **255 lines (extensions)**. For Departments larger than 255 extns, call IT staff on 028 3883 1212 for advice.

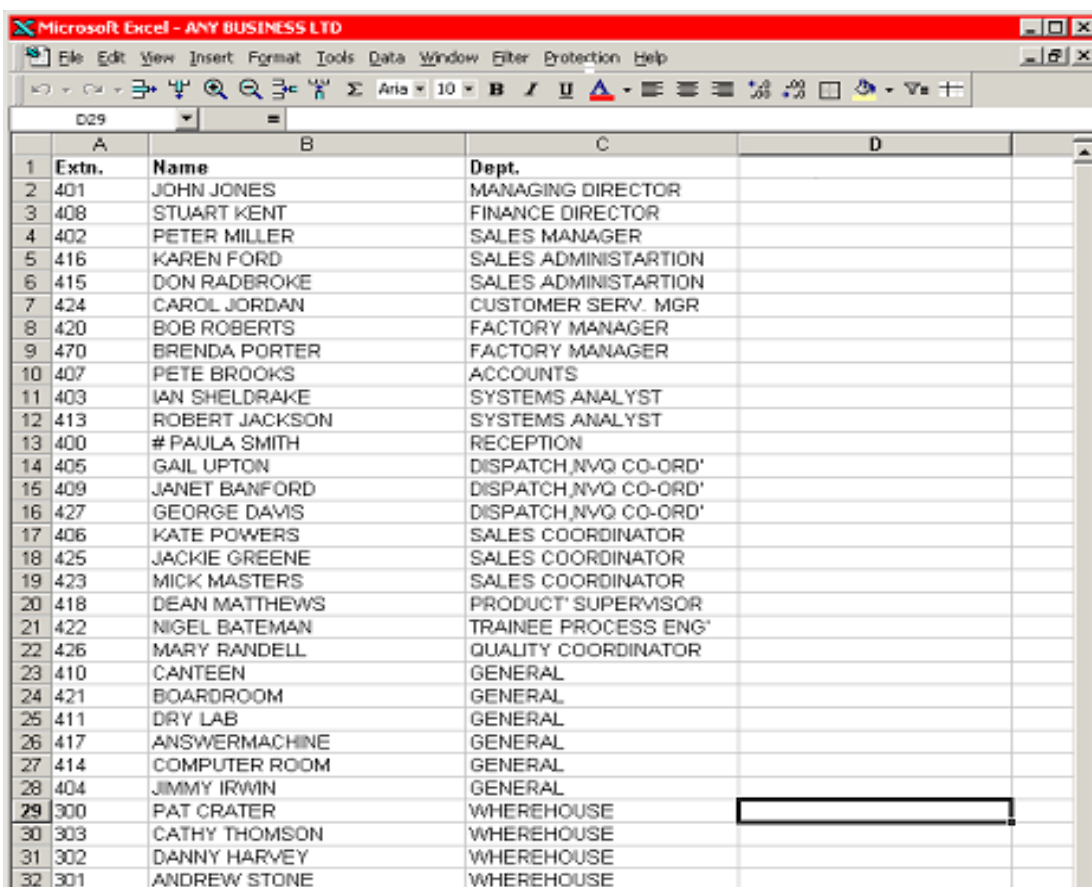
BE CAREFUL! Any errors on your worksheet will be electronically translated on to your Reports or CallManagerOnLine. E.g. in the Excel worksheet EXAMPLE 1 below, "ADMINISTRATION" and "WAREHOUSE" are spelt wrongly and will therefore be shown incorrectly on CallManagerOnLine in EXAMPLE 2. **What you type is what you get.**

Only e-mail your finished worksheet as an attachment to structures@sentel.co.uk. Please do not send your structure to any other staff member e-mail address known to you.

Always quote your **FOUR DIGIT Sentel Number, NOT your LOGIN name**. Preferably incorporate your Sentel Number into your Excel file name, e.g. "Any Business Ltd SINO 0500".

Once your structure is set up any future changes need only be amended by you on your worksheet and again e-mailed to structures@sentel.co.uk.

EXAMPLE 1 ANY BUSINESS LTD.



	A	B	C	D
1	Extn.	Name	Dept.	
2	401	JOHN JONES	MANAGING DIRECTOR	
3	408	STUART KENT	FINANCE DIRECTOR	
4	402	PETER MILLER	SALES MANAGER	
5	416	KAREN FORD	SALES ADMINISTARTION	
6	415	DON RADBROKE	SALES ADMINISTARTION	
7	424	CAROL JORDAN	CUSTOMER SERV. MGR	
8	420	BOB ROBERTS	FACTORY MANAGER	
9	470	BRENDA PORTER	FACTORY MANAGER	
10	407	PETE BROOKS	ACCOUNTS	
11	403	IAN SHELDRAKE	SYSTEMS ANALYST	
12	413	ROBERT JACKSON	SYSTEMS ANALYST	
13	400	# PAULA SMITH	RECEPTION	
14	405	GAIL UPTON	DISPATCH,NVQ CO-ORD'	
15	409	JANET BANFORD	DISPATCH,NVQ CO-ORD'	
16	427	GEORGE DAVIS	DISPATCH,NVQ CO-ORD'	
17	406	KATE POWERS	SALES COORDINATOR	
18	425	JACKIE GREENE	SALES COORDINATOR	
19	423	MICK MASTERS	SALES COORDINATOR	
20	418	DEAN MATTHEWS	PRODUCT SUPERVISOR	
21	422	NIGEL BATEMAN	TRAINEE PROCESS ENG'	
22	426	MARY RANDELL	QUALITY COORDINATOR	
23	410	CANTEEN	GENERAL	
24	421	BOARDROOM	GENERAL	
25	411	DRY LAB	GENERAL	
26	417	ANSWERMACHINE	GENERAL	
27	414	COMPUTER ROOM	GENERAL	
28	404	JIMMY IRWIN	GENERAL	
29	300	PAT CRATER	WHEREHOUSE	
30	303	CATHY THOMSON	WHEREHOUSE	
31	302	DANNY HARVEY	WHEREHOUSE	
32	301	ANDREW STONE	WHEREHOUSE	

Site Branding

The Call Manager service can be branded if required , to request branding the branding image should be forwarded as below :

The banner area (black graphic running along the top of the page) where the partner banner will be placed is the only area that can have changes made to it. The layout on the reporting pages must stay the same, except for the banner.

Please supply the banner as a JPEG
800 x 155 pixels (21.16cm x 4.10cm)

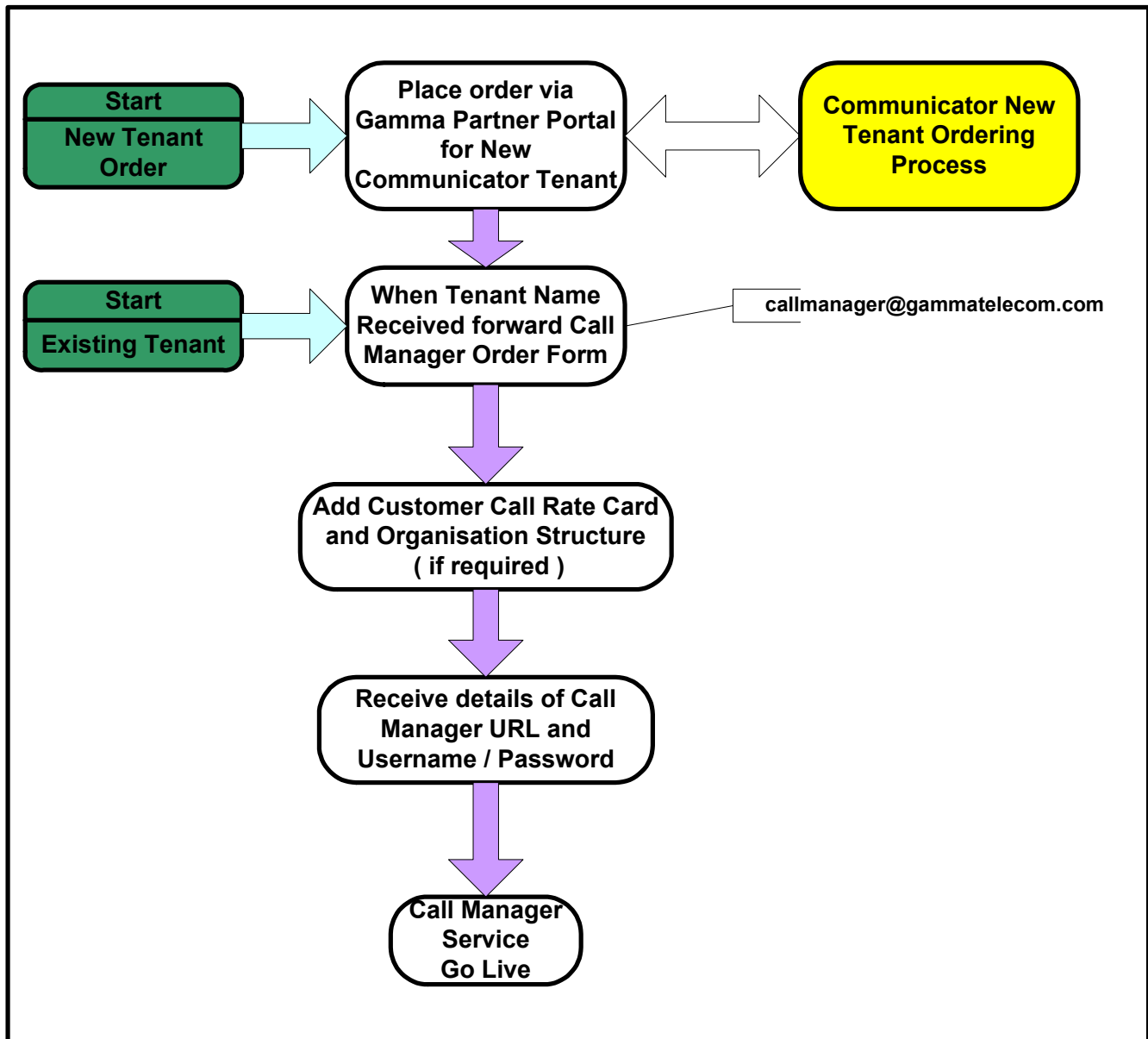
On receipt of the order Sentel will create the Call Manager site and username and password and forward as an e-mail address to the Channel Partner or end customer as requested.

The Call Manager Service set up will be undertaken within 5 working days from acceptance of mail by the Sentel Service Desk at callmanager@gammatelecom.com.

Step 3 – Additional Information

If , after going live , the end customer/Channel Partner wishes to add / amend details of the rate card or organisation structure , this support can be provided free of charge via the Sentel Helpdesk.

The service ordering process is outlined in the following diagram :



6 Support of the Service

The Call Manager service is fully supported by Sentel Independent and as part of the service monthly rental , Channel Partners and End Customr's can raise issues with the Sentel Service desk :

All Support Queries to be submitted to 'servicedelivery@sentel.co.uk'.
The System will generate a Call Reference and be emailed to you.
You can also log a call by phone by calling 02890815555

In addition there is a comprehensive User Guide , attached as Appendix B to this document , and also a full on line help facility as part of the Call Manager on line web site.

If Channel Partners wish to escalate support or installation issues related to the Call Manager service for Communicator Tenants , these can be raised to :

Alan Mackie
Senior Product Manager
0333 240 3017
amackie@gammatelecom.com

7 Pricing and Billing

The Call Manager pricing is as follows:

Connection/ Set Up Charge per tenant = £ 0.00 (Free of charge)
Monthly Recurring Service Charge per tenant = £ 35.00

The minimum term for each Call Manager Account for a Tenant is 12 months.

Billing for the Tenant Account will be monthly in advance , with the following details added to the Communicator Monthly Fixed Fee CDR:

- Call Manager – Monthly Rental
- Tenant Name
- Value

8 Appendix a – Profile of Sentel

Sentel Independent Limited (*Sentel*)

Sentel is a wholly owned Northern Irish software application service provider (ASP) that has grown from a start up in 1998, to become 'the webs' favourite' telephone call management company.

We have established dealer partnerships with many of the leading telecommunication carriers, manufacturers and service providers as well as supplying direct to many organisations from large retailers and banks to Local Government.

Sentel is committed to creating innovative solutions that will empower our customers to improve productivity and efficiency and save money by providing the tools and knowledge they need in order to control their telecoms function effectively.

We are fully committed to our customers. We invest heavily in research and development so that we can create new and innovative solutions that ensure we are providing the best service for traditional fixed line, VOIP systems or mobile networks.

Service and cost effectiveness will be the main areas where Sentel Independent Ltd can demonstrate key differentiators. Our customer portfolio, together with flexible and innovative solutions, demonstrates our competence in both product performance and service delivery.

Sentel recent successes include winning a large UK Carrier contract to provide fixed line billing analysis and several mobile billing solutions.

Affordability and reliable performance make Sentel one of the leading telephone call management / logging solution providers in the market. We work in close partnership with our customers, ensuring that sales and technical staff who serves you are trained to the highest level, so you will receive the best advice and support.

Sentel Independent Ltd was formed in December 1997 and registered March 1998 as a private limited company, registered in Northern Ireland as NI 32991. Sentel's office location is in Belfast, NI, BT8 8BD.

9 Appendix b – Call Manager Online User Guide



Microsoft Word
Document