



aioffice
Call Management



aioffice SPECIAL EDITION

Call Management is the most cost effective business system that any company can buy today. Through cost savings on telephone calls, improved customer service, and more effective telephone usage **aioffice SE** can pay for itself within three months. No business should be without one.

Since 1992 the Advance name has been synonymous with excellence in Call Management and, with tens of thousands of systems installed in the UK and Europe, continues to be the de facto choice for UK businesses. Oak are ISO quality accredited and employ over 60 staff which ensures that Advance continues to be the best value for money product available in the UK. **aioffice SE** continues the tradition of excellence with a host of new features that enable the customer to get the most from their telephone system, to continually improve customer service, to keep call and telephone costs under control and to maximise the efficiency of telephone usage throughout the organisation. **aioffice SE** allows for the automation of most tasks thus minimising the management overhead but maximising its effective usage in every organisation.

Product Features:

- Self Installing Modern and intuitive user interface
- Comprehensive range of reports including Cost, Response, Traffic categories in PDF, HTML and CSV print formats
- Web interface for intranet and internet reporting
- Large range of selection criteria enabling reports to be customised for individual needs
- Powerful report scheduler that allows the automated delivery of reports by email to selected users
- Collection of CILE/SMDR information via IP, serial, CSV import or ODBC connection to a switch call database
- Single site reporting
- Full range of Carrier Costing Tables with regular updates.
- Full installation package included
- Compatible with Windows XP Pro, Windows 2000, Windows 2003





Reports Simple To Run

- The modern and intuitive user interface means that anyone can be running reports immediately after installation with the minimum of training



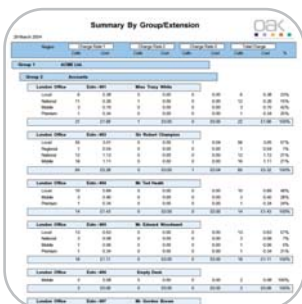
Reports Tailored To Your Individual Needs

- A full range of selection and sort criteria can be set for each report allowing it to be tailored to either a company's or an individual's needs



Reports Scheduled and Delivered Automatically

- Once a report has been configured it can be set to run automatically at predefined intervals and delivered to each user by email



Reports Available in Summary, Itemised and Group Formats

- There are a comprehensive range of Cost, Response, Traffic and Account Code reports which can be viewed in either Summary, Itemised Calls, or Departmental/Group type formats



Reports are Easy To Understand

- Each report is clear, concise and easy to read. Reports can also optionally include various graphical representations. A full list of sample reports is available on request

User Benefits:

- All reports can be previewed on screen with zoom and page search facilities allowing a quick review of the largest of reports
- Single and Multi-Site reporting is catered for as standard
- Each extension can be named and placed into Departments/Groups. Groups can then become part of other Groups to create a Group Hierarchy. Reports can then be chosen which use the Group Hierarchy to present Summary or Itemised Call information
- Large and comprehensive range of reports available in both Summary and Itemised formats
- Cost Reports include an analysis of Local, National, International, Mobile and Premium rate calls
- Response Reports include Time To Answer and Lost Call statistics as well as Calling Line Identity (CLI)
- Traffic Reports include Busy Hour and Erlang statistics
- Account Reports allow for Call Cost Uplift and Professional Charges

Available as:

- Software only package to authorised resellers. Full training provided by Oak for resellers' installation staff

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