MyCalls

Total Call Management

Contents

What is MyCalls?

The complete call management solution for SV8100 & other NEC telephone systems; probably the most cost effective manager you will ever employ!

The MyCalls suite of applications includes call management, call centre management, call recording and CTI. Designed to integrate seamlessly with NEC systems, MyCalls provides real time information about every aspect of telephone use & performance. For example,

How much are missed calls costing your business?
Most businesses don't even know, because you can't manage what you can't measure! MyCalls highlights every missed call – as it happens. The opportunity to call back fast means less risk of losing business and customers to your competitors.

Would your organisation benefit from MyCalls?
Regardless of size, any organisation that uses the telephone to keep in touch with its customers will benefit. MyCalls is not just for call centres. It's ideal for busy sales departments and

helpdesks or for healthcare and other professionals – the list is endless. Even better, you can tailor-make your own solution by combining different MyCalls applications.

Good reasons to choose MyCalls
- Increases productivity
- Reduces costs
- Rapid return on investment
- Wins more business
- Improves customer perception
- Improves customer service
- Improves staff efficiency
- Helps manage & measure sales & marketing activity
- Aids staff training
- Call recording helps solve disputes
- Real-time information enables supervisors to react quickly to changes in call traffic
- Reduces cost of sales and increases competitiveness
- Reduces abandoned calls
- Competitively priced

"Make informed decisions and increase productivity with MyCalls"

MyCalls Overview

MyCalls is a suite of innovative call management solutions that can be easily combined and upgraded to match different business needs.

MyCalls Basic
An entry-level application that provides real time information and simple reports about call activity. Free for the first 12 months.

MyCalls Call Manager
Offers an unparalleled range of user-friendly features designed to enhance call performance, customer service and management control across the whole organisation.

MyCalls Enterprise
Collects and consolidates call management information and reporting across multiple sites – irrespective of location.

MyCalls Desktop
Enjoy full control of the telephone from the computer desktop, save time and enhance customer interaction with advanced features like click to dial, configurable status and action keys plus CRM system screen-pop integration.

MyCalls Call Centre plus Agent Control
Offers call centre supervisors the real time visual information, detailed reporting and automated alerts about different ACD groups with the added flexibility of Agent Control cope to with fluctuating call volumes.

MyCalls Call Recorder
Record all calls with fast search, simple retrieval, secure storage and easy export. Advanced features include stereo channel display and call mark up with notes.

	MyCalls Basic	MyCalls Call Manager	MyCalls Call Centre	MyCalls Enterprise
Real-time view of extension activity	✓	✓	✓	✓
Real-time view of DDI activity	✓	✓	✓	✓
Real-time view of ACD activity	-	–	✓	–
ACD Agent Control	-	–	✓	–
Call playback with Call Recorder	–	✓	✓	✓
Multiple users	–	✓	✓	✓
Report creation	✓	✓	✓	✓
Number of standard report types	9	21	24	21
Custom reports	–	✓	✓	✓
Report editing / filtering	✓	✓	✓	✓
Report scheduling	–	✓	✓	✓
Call costing / handling	–	✓	✓	✓
Call locating	✓	✓	✓	✓
Quick view of call history	✓	✓	✓	✓
Unreturned calls view	–	✓	✓	✓
Number of alarm types	6	20	22	20
Real-time trunk utilisation alarm	–	✓	✓	✓
Real-time extension state alarm	–	✓	✓	✓
Real-time DDI queue alarm	–	✓	✓	✓
Real-time ACD queue alarm	–	–	✓	–
Support of MyCalls Desktop	Optional	Optional	Optional	Optional
Multi-site support	–	Optional	Optional	Optional
SQL Server 2008 R2 Express	✓	✓	✓	✓
Custom SQL Server 2008 R2 Support	✓	✓	✓	✓

MyCalls Basic

Measure it and you can manage it

The entry level version of MyCalls is bundled free with new NEC telephone systems for the first 12 months. It provides a wealth of valuable information, in particular, a real time view of call activity in easy to view screen displays.

MyCalls logs every call made to and from your system, including missed or abandoned calls, which can mean dissatisfied customers and lost sales. A wealth of important information is stored about call activity, for example, source and destination telephone numbers; duration of calls; time of calls; extension activity and caller waiting times.

Display

The on-screen display can highlight a range of call activity statistics - virtually as they happen. For example, cumulative daily totals of incoming, outgoing or abandoned calls and average time taken to answer calls. The display is easily customised to draw attention to business-critical call information.

Logging

The detailed call log enables MyCalls to provide a limited number of simple reports that help monitor and manage performance. For example, information about peak-time call volumes enables staff levels and trunks to be matched to customer demand.

Key benefits
- **Enhance Productivity** – Statistical data enables staffing levels to be matched to peak call volumes.

- **Control Costs** – Comprehensive information about call activity helps prioritise remedial action.
- **Target Productivity Gains** – Real-time views of daily call activity and some basic reports highlight profitable areas for investigation.

Call Volume Chart

Extension Call Handling Statistics

High visual impact for key data

MyCalls Call Manager

Improving business performance across the board

MyCalls Call Manager adds an extra dimension to call management and performance with an unparalleled range of user-friendly features. These help a business save money, win profitable new business and dramatically increase customer service levels.

Managers enjoy a real-time overview of the telephone activity of their team - who's on a call, who's holding, who's off hook and how many callers hang-up before their calls are answered.

This bird's eye view means individual and group productivity is easily monitored and managed and problems are dealt with straight away, e.g., calling back customers who abandoned calls, which retains customers and sales. The ability to display call performance data in real-time on a wall board increases motivation for teams and individuals.

MyCalls Director's Report - key call performance summary can be automatically emailed as a PDF to MD'

Alarms
MyCalls can be programmed to alert a manager when a particular set rule has been broken. For example, if a call has gone unanswered for over 30 seconds, or when abandoned calls exceed a set level.

This leaves busy managers free to concentrate on their everyday tasks until an alert requires their attention and action. Similarly, call costs are reduced because alarms can be set to flag unauthorised calls, particularly to high cost premium rate numbers, international calls and to mobiles.

Reporting
MyCalls Call Manager has one of the most comprehensive report suites available. Reports can be scheduled or run as required to provide a wide range of detailed management information including call costs, response times, staff telephone performance, levels of customer service, and so on.

The business value is enormous, for example sales and marketing can measure the response to telephone campaigns precisely, or technical managers plan appropriate staff levels to handle changing call volumes for product support.

A complete overview of call activity is presented at a glance on screen or wallboard

Key benefits
- **Protect Sales Revenues** – Abandoned calls are flagged and logged enabling rapid customer call-back.
- **Manage by Exception** – User-defined system alarms alert managers to situations that require their attention as do reports on all aspects of call performance.
- **Reduce Call Costs** – Unauthorised calls, e.g., mobiles/premium rate numbers are highlighted.
- **Accelerate ROI** – Productivity gains and cost savings lead to more profitable operation.

MyCalls Call Enterprise

Effective call management across multiple sites

**MyCalls Enterprise is ideal for a business or organisation which has has multiple branches located remotely.
It makes it possible to gather and consolidate the information from a separate NEC Phone system at each branch.**
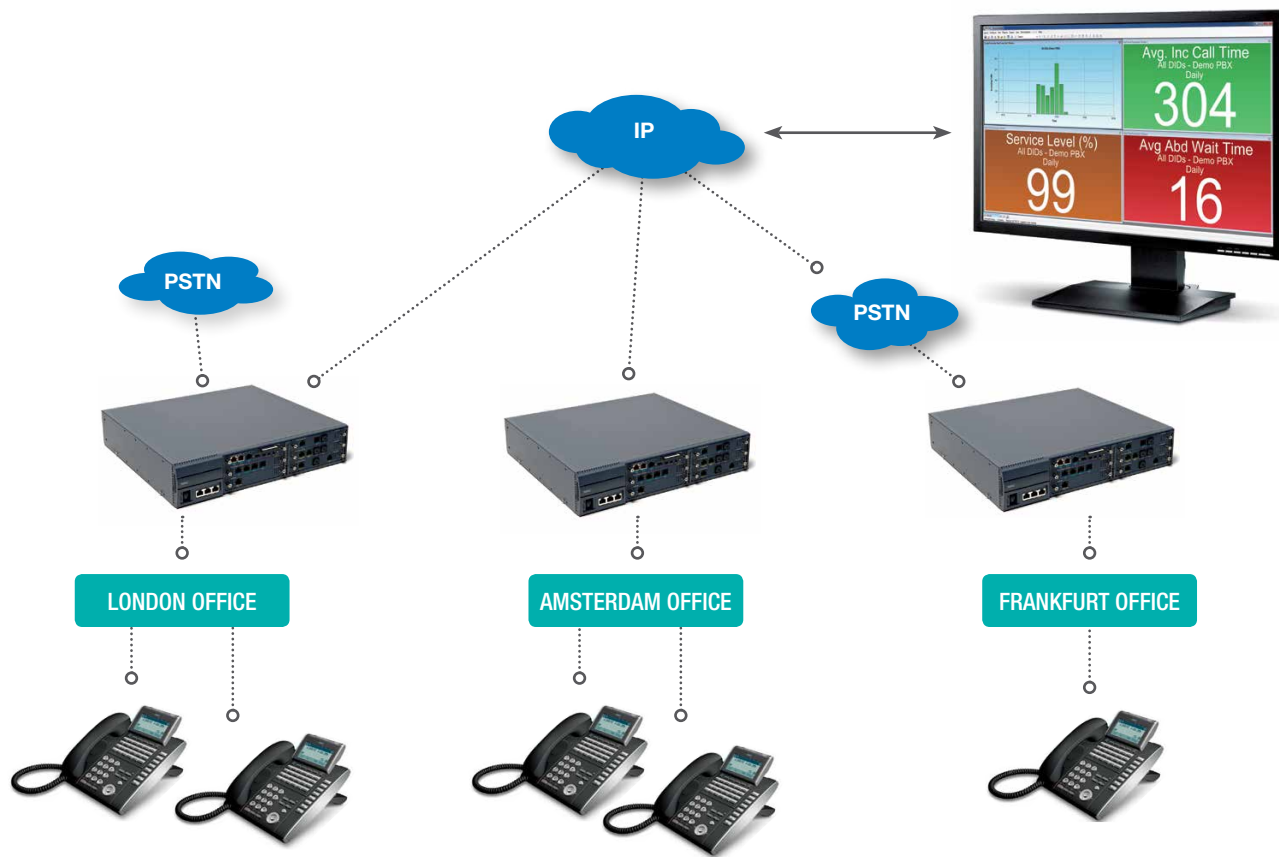
MyCalls Enterprise can be configured to enable call activity data from different departments with similar functions, eg. sales, to be compared at branch or organisation level, which provides opportunities for more efficient call handling and increased productivity.

Key benefits
- **Increase productivity** – Detailed call management and reporting information is provided across multiple sites simultaneously.
- **Cost savings** – Larger organisations can be managed more easily from a single desktop, reducing the amount and cost of managerial time required.

"See sales call activity in real-time across the whole organisation"

IP

PSTN

PSTN

Avg. Inc Call Time
All DIDs - Demo PBX
Daily
304

Service Level (%)
All DIDs - Demo PBX
Daily
99

Avg Abd Wait Time
All DIDs - Demo PBX
Daily
16

LONDON OFFICE

AMSTERDAM OFFICE

FRANKFURT OFFICE

MyCalls Desktop

Screen-pop functionality for slicker call control

Effective call handling takes time. If less time is spent collecting the basic information to handle the call, such as accessing a customer record on a financial database or even locating and dialling the number, more time can be spent with the customer or more calls can be handled each day.

That's where MyCalls Desktop can help, by providing the functionality of full desktop call control with contact screen-popping and a range of additional exciting productivity enhancements. The time savings and productivity gains soon add up. Just 15 to 20 seconds per call in a busy organisation could amount to more than 40 hours a month. How much could that be worth to your business?

Time management

MyCalls Desktop provides an astounding range of telephony functions from one easy to use control panel on the computer desktop. In addition to all the familiar telephone functions from dialling to call transfer, the system also makes it quick and easy to use more complex features such as call parking, all at the click of a mouse.

Productivity features like Free Dialling enable users to dial a number in any application, say, a website, simply by clicking on it, which reduces the incidence of misdials. In fact, users can compile their own action views that give rapid access to different system functions including Busy Lamp Field (BLF) views of selected extensions, personal speed dials & call divert functions and opening frequently used documents or applications such as price lists in pdf format.

Screen-pops

MyCalls Desktop works 'straight from the box' with MS Outlook© and a range of leading CRM databases. When users take calls they are presented with information about the caller gathered from their contact management system. From this they can pop (show) the customer's record from the related application. This significantly reduces call handling times and costs, improves the customer experience and offers productivity gains.

Key benefits

- **Significant Time Savings** – Full call control with real time views of other extension activity (Busy Lamp Field) from the desktop simplifies all telephone functions & saves time on basics like dialling & call transfer.
- **Speeds Workflow** – Callers are identified immediately, with screen-popped access to database records for faster, warmer, more efficient response.
- **Enhanced Personal Performance** – Custom-fit action views are easily tailored to individual needs & data requirements, increasing acceptance and productivity.

Call Control Features

- Call control – Dial, Answer, Hold, Set Forwards, DND
- Advanced call control features – Park, Conference, Barge In, Call-back
- Free Dial – Highlight a number & dial it
- Simple operator functions – inc. DND other, FWD other
- Phone book – personal & system-wide contacts
- Programmable action buttons – Speed dials, BLF, Launch of applications, Service Codes
- Personal call handling statistics
- Personal call list – incoming, abandoned, outgoing calls
- View & dial calls awaiting return
- Hot-desk support

Screen-pop features

- Search & view contact information in CRM databases
- Macroscripting - enables screenpop integration with almost all CRMs
- Also available - MyCalls Desktop Lite (UK only)
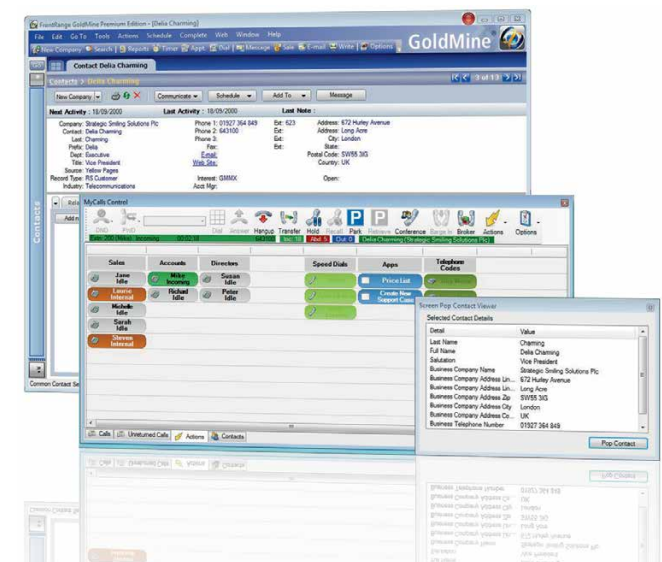
MyCalls Call Recorder

Simple, secure call recording with advanced call analytics

Call recording is essential for any organisation. It provides undisputable facts about every call that can be used to resolve disputes quickly and effectively, to improve customer service, to review and refine call handling performance or simply because it is a legal requirement.

Secure

Recording rules & secure encryption satisfy current rules on safe storage of customer information, including PCI DSS standards. Access authority levels can be set to suit organisational needs backed by a comprehensive audit trail that logs all access to recordings. Normally, all calls are recorded although recording rules enable specific extensions to be excluded, for example, a director's telephone.

Quick Search & Export

Recorded calls are quick and easy to locate, using different criteria, for example, telephone number, extension, date, etc. Notes can also be added to the call details and searches made using specific key words. All calls that match the search criteria are presented in a dedicated playback list. Recordings can be exported singly or in bulk as wma or wav files. Sound clips can also be extracted and exported from long or confidential calls. Encrypted calls are saved to the database automatically and are easily archived to disc or other storage devices.

Advanced Playback

Call playback controls follow a familiar format with play, pause and fast forward/rewind. However, for detailed analysis the player has some special features including playback speed control; looping; stereo waveforms; call markers and mark-up notes.

Key benefits

- **Secure Access** – Recording, playback & storage are totally secure with rapid call identification.
- **Pause Recording** – enables PCI compliancy for credit card payments, etc
- **Intuitive Search** – makes calls quick and easy to locate.
- **Detailed Call Analysis** – Advanced controls help pinpoint key details quickly and accurately.
- **Easy Export** – Flexible export options make recordings quick

"Provides undisputable facts about every call"

MyCalls Call Centre

Bringing professional call centre performance to SMBs

Intelligent call routing is fundamental to call centre operations, irrespective of scale. The NEC SV8100 system has a powerful, robust Automatic Call Distribution (ACD) system.

MyCalls Call Centre is tightly integrated into this to provide supervisors with the controls, real-time visual cues and management information that are required to sustain high levels of call-handling efficiency. ACD manages multiple queues on the telephone system distributing calls evenly, following a set of logical rules in an attempt to ensure that no individual is overloaded while others are idle, and that calls are routed to agents with the most relevant skill-set.

Activity display
The MyCalls screen display gives a detailed real-time view not just of agent activity but also about key service parameters like numbers of callers in queue and call waiting times. To ensure service levels are maintained supervisors can log additional agents into ACD queues from their own teams or

from other departments, which offer similar skill-sets. This is all arranged simply and quickly from the supervisor's MyCalls desktop. Additional alarms are provided to help manage ACD activity efficiently, for example queue overflow warnings or maximum times that agents may remain in a given state, e.g., after call activities (often referred to as 'wrap up'). Supervisors are also able to select and configure performance statistics that can appear on the screens of their agents or on plasma wallboards to drive the achievement of agreed service standards.

Performance management and skills training are enhanced by the detailed activity reports that are generated by MyCalls in conjunction with call recordings made using MyCalls Call Recorder.

An aerial view of agent activity is ideal for supervisors and can be displayed on a plasma screen

Key benefits
- **Increase Capability** – Full call centre functionality built around NEC ACD technology enhances customer experience.
- **Raise Service Standards** – Improved management control reduces caller delays in queues & delivers calls to those best able to help.
- **Maximise Agent Productivity** – Managers have real-time information and activity reports essential to agent performance and training.

"Effortless call management like this makes the whole team more productive"

MyCalls Agent Control

Call management made easy

Agent Control provided by MyCalls Call Centre is a two-way process. Not only does it provide the essential information for supervisors to maintain call-handling service levels, it also empowers agents with greater flexibility to deal with call traffic.

An Agent Control toolbar on every agent's desktop enables them to log in and out of ACD queues and display their current status. Because call queues are visible on screen or plasma display, agents can often enter other queues on their own initiative to lend support to hard pressed colleagues.

Agent status

Conditions such as Available, Wrap Up (handling after call activity) or natural break and other reasons specified by the business can be selected from the toolbar. Supervisors can add other reasons specific to their business, for example, some agents may be required to spend time picking parts to fulfil orders they have taken earlier. This flexibility helps a team

work with greater efficiency, especially where staff resources are limited. Because the different work states are always specified in real time, it enables supervisors to maintain more effective control over service levels and to run extremely accurate reports on agent activity.

Key benefits

- **Flexible working** – Empowering agents to log in and out of service enables any organisation to make better use of limited staff resources.
- **Better Management Control** – Busy managers save time because user-defined controls & alerts are only triggered when exceptions occur to defined service standards.

"Agent Control allows even a small team to deal with fluctuating call traffic"

The toolbar saves time with complete call control at the click of a mouse

A real-time snapshot of all personal call activity including agent status, call history plus a mini wallboard of group activity