

Callmaster

CALL MANAGEMENT TOOLS FOR INFORMED DECISIONS



CommSoft

VERSION 3

Callmaster

The ultimate communications management system

VERSION 3

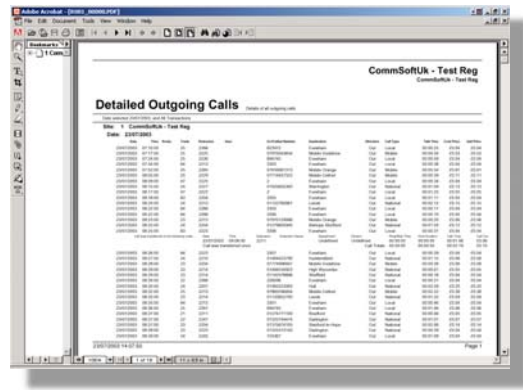
Tell me about Callmaster

After salaries, overall communication costs are the largest single office expense. These costs are unmanaged, increasing and out of control.

Do you know:

- How often your telephones are used for non-business calls?
- Who in your company is calling your competition across the road or around the globe?
- How effective your marketing campaigns are?
- How many opportunities are missed due to poor call response times?
- How many customers hang up in frustration – because your lines are always busy?
- If staff levels are high enough or too high for the volume of calls being handled?
- If you have further telecom requirements.

Callmaster, a telephone management and reporting system, gives you the ability to track and control your calls and costs.



Do you need to on-charge your call costs?

- Reconcile call costs by using Account codes
- Allocate call costs for on-charging and mark-up

Do you want to see the effectiveness of your marketing campaigns?

- Find out where geographically your potential customers are
- See how much interest your campaign generates

How proactive and productive is your sales team?

- Compare inbound and outbound call ratios to determine how proactive and productive your sales team is

How long do your customers wait before their call is answered?

- See how quickly your staff responds to incoming calls
- See how many customers hang up in frustration due to poor response times
- See which member of staff is responsible for abandoned calls

Callmaster is a sound business investment to track and control communications activity and cost

Mature

Stable

Powerful

Easy-to-use

Market leader





What's new in Callmaster version 3.0?

Web reporting

Out of the office or away from your desk? Want others to be able to view their own data? Then use web reporting and run required reports through your web browser. Use PDF output to email reports to other people, or to print later. Use your security model to protect important data and restrict others to the data that you have allowed them to see.

Virtual Call Centre

Turn any group of extensions in to a call centre, and view live statistics for performance measures and level of customer service. Set up targets for your teams and let Call Centre Monitor tell you when:

- Response times are poor
- Customers hang up in frustration, waiting for their call to be answered
- Hold time is unacceptable
- Time took to complete call was too long

See at a glance statistics by time of day.



Reporting Features

You can now enjoy faster and better report previews, using a PDF viewer to preview report output. Find the data that you are interested in fast by using the group drill down. You can then e-mail these reports using the PDF or any other export type.

Contacts Section

This new section allows you to allocate calls against company names, which means that you can see how many times a particular client has called in or how many times a client has been called by staff. Contacts can also be allocated an account code, which allows on-charging to specific cost centres.

Costing Engine

After extensive updates, this is the most thorough and complete costing engine available.

Generic Driver

The new generic driver builder enables Callmaster to interface with your PBX, even if you have customized output from it.

Hardware & Software Requirements

- SMDR card installed in PBX
- Serial cable from PBX to logging PC
- Pentium II 233+ PC, minimum 128 Mb RAM
- Recommended 1GB Hd, running WIN 98+ or NT4+
- Serial port for connection to PBX
- Some features are PBX capability dependent

CommSoft UK Limited
10 Haddonsacre
Station Road, Offenham
Evesham
Worcestershire
WR11 8JJ

Tel: 0845 070 1664

Fax: 0845 070 1665

Support: 0870 163 1664

CommSoft

To find out more about how our products can add value to your business, visit our web site at www.commsoftuk.com

or contact Commsoft UK Ltd on
0845 070 1664