

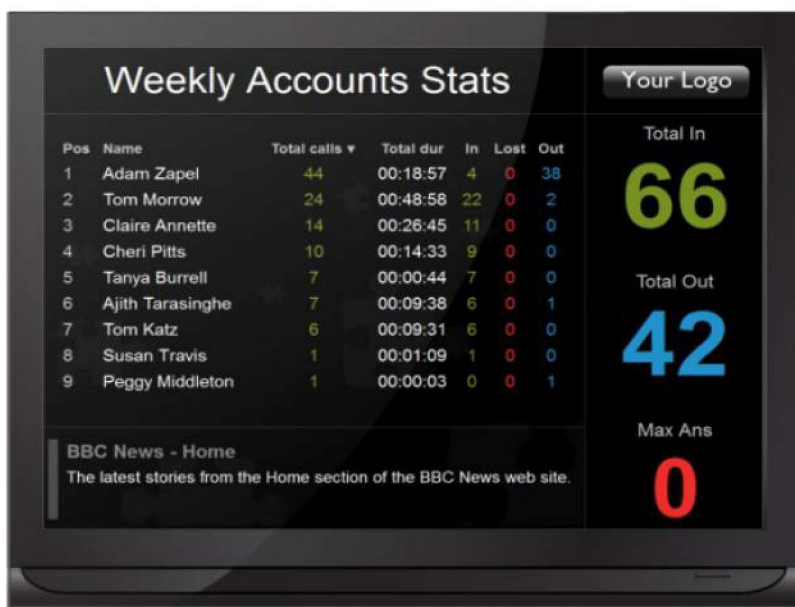


Know everything about your calls  
across your entire infrastructure



# Overview

TIM Enterprise gives you all the information you need to manage your telecoms infrastructure



**TIM Enterprise** is built upon a unique objects-based directory that places no limits on hierarchical width or depth, meaning you can faithfully recreate your company's actual structure. Running exclusively as a Windows web service, TIM Enterprise consolidates all of your directory and call data in a central SQL server, offering complete peace of mind in terms of resilience and scalability.

In addition to providing multiple-format call logging reports, TIM Enterprise shares its data through an extensive set of open standards interfaces allowing

integration with, and connectivity to, third-party systems such as CRM, accounting, and front-of-house applications.

Thanks to its unique live call processing engine, TIM Enterprise has the unprecedented ability to provide dynamic, full-screen display boards at any number of points inside your organisational structure. These can be fully customised to show group members' call statistics, leader board data, and even local weather reports!

## Single, centralised facility

Whichever way your business is structured, from a single PBX serving multiple sites, or an entire network of interconnected telephone systems, TIM Enterprise is the only call logging system to provide a single, centralised facility to manage your communications infrastructure and provide invaluable business information, allowing your whole organisation to run more effectively. So now you can log any number of sites or PBXs in one centralised facility and provide end users with access to reports on the entire organisation or any entity within it.



# The Directory

The unique object-based directory of TIM Enterprise faithfully mimics your organisational structure



TIM Enterprise employs an ultra-versatile directory system to organise your users and channels. Every user can be grouped into folders, sites, cost centres and divisions, allowing you to faithfully recreate your organisational structure with no limits to hierarchical depth or width.

Central to the entire TIM Enterprise system is ARTHUR, the advanced, real-time, hierarchically-unlimited repository. In plain English, it's the central place where every system object is stored, each having an explicit, defined relationship with its peers. This way, an entire tree of related objects can be defined, with branches as wide and as deep as you like.



## Directory synchronisation



TIM Enterprise provides the ability to sync portions of its Directory with third-party systems e.g. Active Directory, Cisco AXL, Avaya ACE. This removes a large portion of initial set-up and administration time when a new system is installed.

## Virtual groups



The system even allows for a special type of virtual container, known as Reporting Collection, whereby disparate users or groups of users - from anywhere in your organisation - can be classified into a single container for reporting purposes.



# Reporting

Clickable headers, drill-able reports and interactive graphs allow for effective call analysis and reporting



Reporting with TIM Enterprise is simple yet powerful. From the built-in, pre-defined report types, you can apply any amount of filtering to create rich, modern documents that are relevant to you and your business needs.

All web reports include fully **interactive graphs**. And with **clickable headers** and **drill-able hyperlinks** you can re-order results in seconds.

And because flexibility is fundamental to TIM Enterprise, all reports in all formats can be scheduled to run on a regular basis. TIM doesn't limit where you can store your reports, therefore all reports can be **delivered by email, specific file, FTP or HTTP POST**.

Clickable headers

Avg response	Σ
7	471
10	104
9	309

Drill-able hyperlinks

	Cardiff
	Leeds
	London



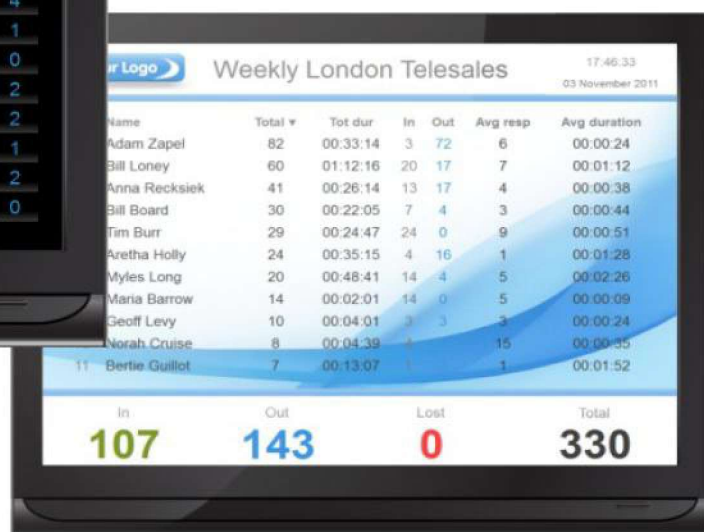
## Report formats

Either on an ad-hoc basis, or as part of a regular schedule, every report can be produced in various formats including Web, PDF, Excel, CSV and XML, each one guaranteed to satisfy your reporting requirements.



# Display Boards

Custom design your own screens or use one of our standard templates to display call results visually for any site or team



Striking, informative and fully-customisable, these display boards are included **free of charge** and provide instant business intelligence, including call alarms.

Call processing is lightning-fast so calls are displayed as soon as they're finished. This immediate visibility of relevant call data combined with the ability to order results based on any criteria allows for effortless, effective management. So go ahead and get them up and see your teams' statistics in seconds!

## Standard templates available:

Create a display board in seconds using our standard templates. Feel free to customise them to fit your company needs.



## Five panel types

Use our advanced design tools to fully customise your display board.

Choose between Label, Leaderboard, Summary, RSS and Web panels according to information you want to display.

Change fonts, colours, background images and columns to tailor to your own needs.





# Getting your call data

Several data collection techniques are available so we capture your call data in the most efficient manner

Whether it's by serial cable, network, or vendor-specific APIs, TIM Enterprise will capture your call data, safely store it, and accurately process it to provide you with reliable telephone statistics across all of your business.

No two vendors' phone systems output their call data in the same way, and whilst this might make for a challenging environment for other call logging systems, TIM Enterprise's advanced, rapid call processing engine easily deals with practically all data formats simply and effectively.

With over 12 years of telecom data processing experience, TIM Enterprise easily copes with some of the most complicated live event stream formats, down to good-old-fashioned CDRs.

At the heart of its call processor lies a unique call matching module, which can be customised from the outside, should there be customer-specific requirements, such as wanting to log the final recipient of a call in a multi-leg chain, or the first person who answered it.

Add to the engine an open Javascript scripting facility and you have the ability to fully log all call types: internal, external, private wire, ACD and group calls, telephone system features, and tandems.

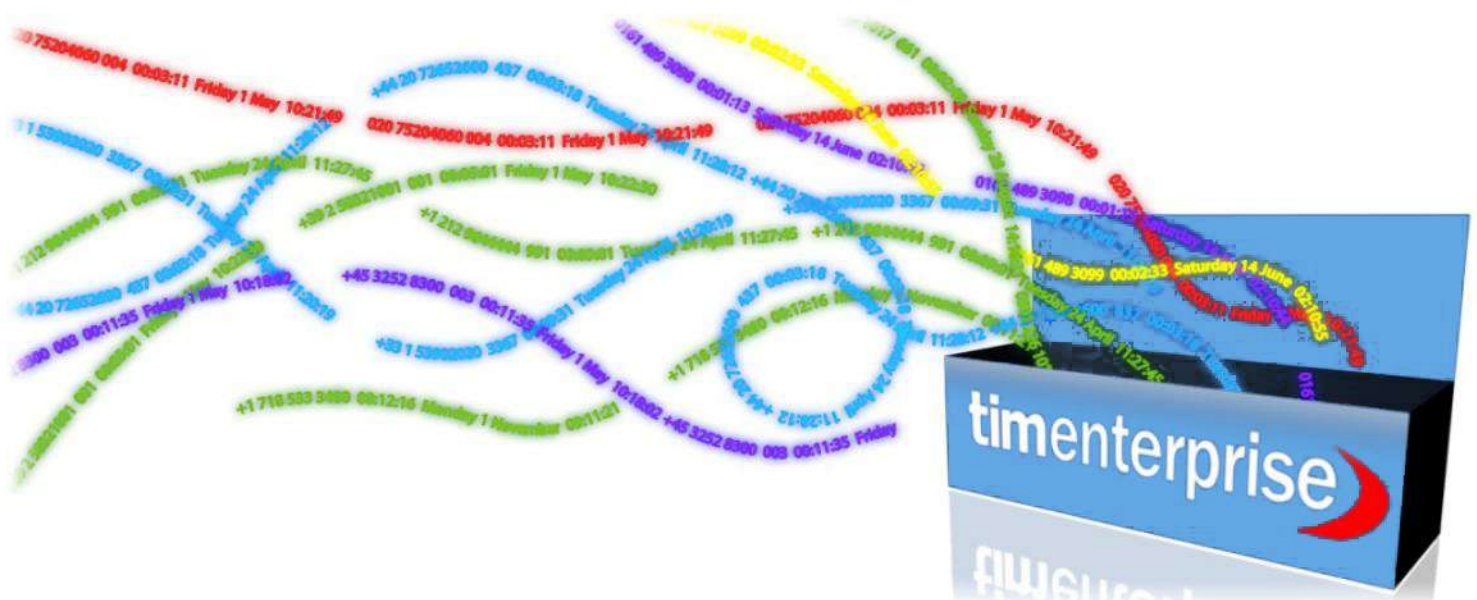
In short, you'll never miss a single call!

## How your call data is collected

Here are just a few of the popular methods TIM Enterprise can use to source the data from your telephone system:

- **Raw TCP Sockets**  
Both inbound (daemon) and outbound (client) socket connection methods
- **File Transfer Protocol (FTP)**  
Batch transfers from billing providers, or large PBXs, can sink or send data to TIM
- **Direct Database Spool**  
Any ODBC database can be polled or triggered to provide all or selected fields from a system DSN
- **RADIUS Endpoint**  
Can act as a receiver of accounting records direct from a PBX or proxy
- **SysLog Connection**  
Receive network events directly from a PBX or router device

For other connection methods, an open scripting facility exists that can instantiate third-party objects to retrieve data in a customisable way.



# Technical information

## Fully customisable web content

The whole web interface is made up of open standards HTML, Javascript and images, served directly from inside standard folders, so you can customise exactly what your users see and do.

Dig a little deeper, and the behaviour of any of the internal AJAX functionality can be altered, meaning you can integrate your company intranet right inside your call logger... or the other way round!



Every bit of web content is completely customisable

## System requirements

We recommend the following specification for a PC running TIM Enterprise:

- **CPU:** x86 or x86-64 3 GHz multi-core
- **Memory:** 4 GB
- **Hard disk:** 250 GB
- **Operating system:** Windows 7, 8, 8.1, 10, Windows Server 2008, 2012, 2016
- **Network:** Ethernet TCP/IP
- **Browser:** IE 9+, Firefox 3+, Chrome, Opera, Safari

TIM Enterprise uses its own native web server, so a Server edition of Windows isn't mandatory, nor do you need to set up a third-party web server for it to run.

