



Advanced call analytics for small to mid-size organisations



Overview

Advanced call analytics for effective and efficient management of your telephone call data with TIM Plus



TIM Plus specifically caters for small to mid-range SMEs wanting a single, unified management interface for logging calls from up to 400 users across up to five telephone systems (PBXs).

TIM Plus is basically a stripped down version of our TIM Enterprise product. By removing the more advanced features required specifically for larger interconnected voice networks and keeping the advanced reporting and display options, TIM Plus provides enterprise functionality at an SME price.

The deceptively simple user interface of TIM Plus shields the user from its powerful call processing engine and its multitude of modern features including unlimited customizable display boards and numerous reports.

TIM Plus runs as a Windows Service and all of its functions, configuration, and call reports are accessible through any standard web browser. It uses a native database and requires no external software making installation a dream for your IT team!

Single, centralised facility

TIM Plus takes the data from up to five PBXs over either a serial connection, a TCP/IP socket, or direct by file spool.

One TIM Plus installation can log data from multiple PBX vendors, and these PBXs can be spread across up to 400 users on one to five sites.

So with all sites logging into one central place, advanced display boards and fully interactive reports, you can effortlessly manage and monitor all your telecoms needs.



Accessing your data

We've combined the magic of modern web techniques with a clean, crisp look and feel, to make every single aspect of administering your call logger a breeze.

And it's easy to delegate, too. By simply adding a new web user to the system, the administrator gives individuals the secure access they need - to just the parts of the business they want, all controlled by a standard web login.

Delegated web users can run ad-hoc and scheduled reports, their scope being limited to their group membership.



Reporting

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



Reporting with TIM Plus 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 or drill into results in seconds.

And because flexibility is fundamental to TIM Plus, all reports in all formats can be scheduled to run on a regular basis. And TIM Plus 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
9	725
12	114
7	527

Drill-able hyperlinks

	Accounts
	Accounts Admin
	Billing Team



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 relevant call data ordered effectively



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 right now!

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.



Frequently asked questions

Does TIM Plus run as an application or as a service?

TIM Plus runs as a Windows Service, and is administered completely by a standard web browser. It comes with an in-built web server 'out-of-the-box', and uses cutting-edge AJAX techniques to appear like a normal application. No external software required!

Can alarms be triggered when certain call parameters are met?

Yes, alarms can be emailed as soon as they occur. They can be set on many different call properties, including duration, cost, dialled number(s), type of call, etc. Alarms can also be added to any stats point and configured to send an email alarm if a specific condition is met e.g. the number of outbound calls is above 100, response time for a specific user is greater than 4 minutes, channels in use exceeds a specific number.



I want several people to have access to the system. Are there additional license fees to pay for this?

No there aren't. You can have as many web users as you like. Only 'users' of your phone system(s) need a license, e.g. extensions, faxes, etc.

Can scheduled reports be sent automatically by email?

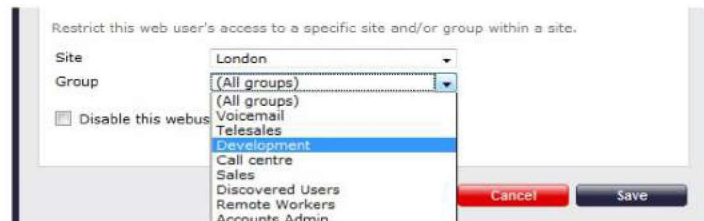
Of course. Simply setup your report parameters and tell it which email address(es) you want it to be delivered to. TIM Plus is also compatible with SMTP servers that use authentication.

Is there a limit to the number of reports I can schedule?

There's no practical limit, no. And what's more, each web user can have their own set of scheduled reports, accessible only by that user.

Can I restrict web users to specific areas of my business?

Yes, absolutely. An initial 'super' user can access everything; additional web users can be restricted to a specific site or group.



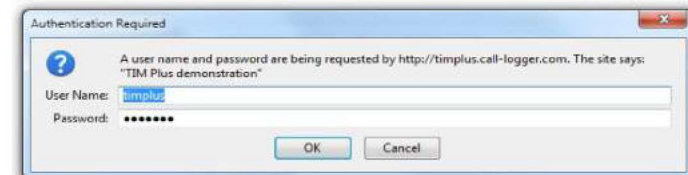
I do not want to log calls for all users e.g. directors. Is this possible?

Yes, if you do not want to log any group or user, simply set the 'Do not log' option in the properties field for that entity.

- ☒ Do not log calls for this user
- ☐ Do not record calls for this user
- ☒ Exclude this user from call statistics

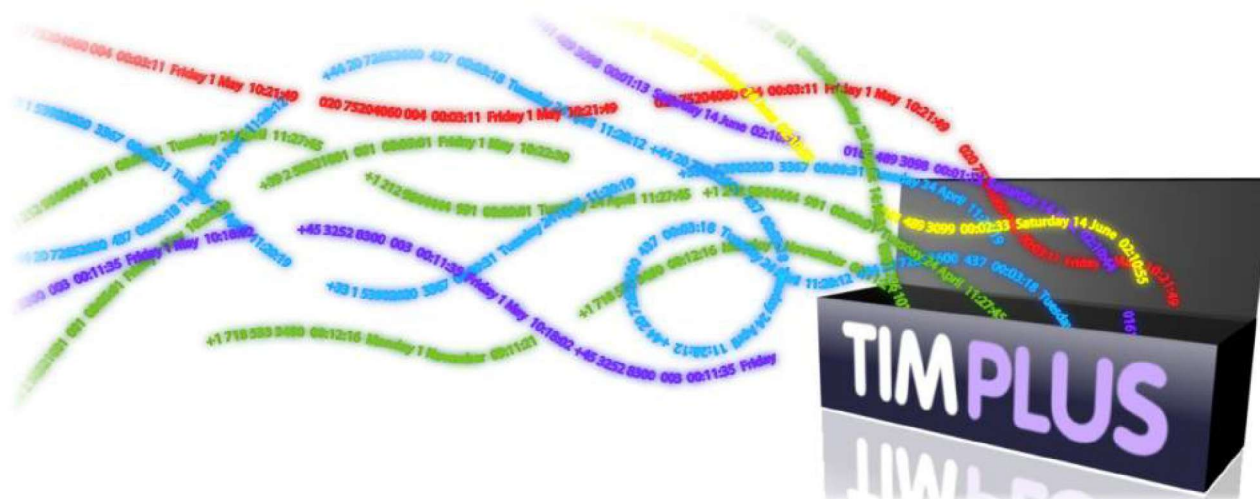
Can I get secure access to call information and display boards when out of the office?

All reports and display boards can be accessed via any standard web browser using a https server or via a standard browser with a secure username and password.



How do I perform system maintenance and other low-level functions?

Every single part of the system can be fully administered through a standard web browser, given the appropriate access rights.



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 minimum PC spec for running TIM Plus:

- **CPU:** 2 GHz Dual-Core x86/x86-64
- **Memory:** 2 GB
- **Hard disk:** 80 GB
- **Operating system:** Windows XP SP3 - Windows 7 (inc. Server editions)
- **Network:** Ethernet TCP/IP
- **I/O:** Dedicated serial RS232-C port for each PBX (if required)
- **Web browser:** IE 6+, Firefox 2+, Opera, Safari, Chrome, with a Flash plug-in/add-on

Remember, TIM Plus comes with its own native web server, so you don't need a server edition of Windows, or have to tinker around with IIS or Apache.

The internal database is SQL-compatible, but is not an RDBMS. For this, we would recommend our TIM Enterprise product.

