TIM Professional

entry-level call logging

for single-site organisations

Overview

2011	CALL VOLUMES			ANSWERED CALLS RESPONSE TIME (secs)						ABANDONED CALLS DURATION (secs)					
MONTH	TOTAL	ANSW	ABAN	<15		15-30		30+		<15		15-30		30+	
May	10151	9948	203	7492	(75%)	1150	(12%)	1306	(13%)	82	(40%)	40	(20%)	81	(40%)
June	10177	9983	194	7449	(75%)	1195	(12%)	1339	(13%)	82	(42%)	28	(14%)	84	(43%)
July	10436	10230	206	7664	(75%)	1230	(12%)	1336	(13%)	87	(42%)	33	(16%)	86	(42%)
August	10534	10344	190	7739	(75%)	1255	(12%)	1350	(13%)	80	(42%)	46	(24%)	64	(34%)
September	10166	9963	203	7477	(75%)	1147	(12%)	1339	(13%)	85	(42%)	36	(18%)	82	(40%)
October	9963	9768	195	7298	(75%)	1155	(12%)	1315	(13%)	79	(41%)	34	(17%)	82	(42%)
November	4708	4621	87	3502	(76%)	539	(12%)	580	(13%)	35	(40%)	15	(17%)	37	(43%)

TIM Professional is the pioneering call logger we introduced as far back as 2000. It doesn't have some of the more advanced analytics and display boards that we include in later products, but it's still going strong today! It's a Windows-based application that uses the data output from your telephone system (PBX), checks it, costs it and stores it automatically. From this, not only can it produce a whole range of management reports with vivid graphs, charts and tables, custom-defined if required, but all of its functions can be performed from anywhere in the world using a standard web browser - no client software is required. Deceptively powerful with an in-built web-server, it allows your managers and teams access to critical business intelligence they need to help you.

Control costs

TIM Professional gives department managers the information they need to control their own budgets for telephone costs. Just knowing such a system is in place can reduce general telephone abuse, allowing significant savings.

Improve service

TIM Professional identifies when and where your calls are being lost. Lost calls mean lost business, and customer dissatisfaction. TIM Professional also monitors your line usage. Do you have enough lines? Do you have too many? By scrutinising your telephone traffic, TIM Professional can readily suggest line optimisation.

Access from anywhere

You can use TIM Professional just the same, whether locally using its simple Windows Explorer-style interface, or remotely using any web browser, to produce reports or even edit your configuration.

Fast and accurate

TIM Professional retrieves information in seconds. It works around a lightning-fast and incredibly flexible costing algorithm allowing reports to be produced within seconds of a call being made.

Professional features

With TIM Professional you can:

- See your calls live, as they happen
- Find out how many phone lines you need
- Use the built-in web server for easy install
- Access from anywhere using a standard web browser
- Produce fully customised reports
- Drill down through reports for more detail
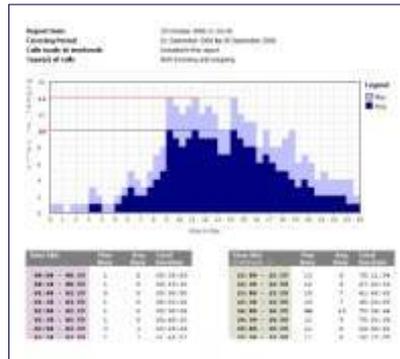- Schedule reports for future delivery

Flexible reporting

Reporting on your call data couldn't be easier with TIM Professional. All reports available from one simple intuitive screen

Incoming Call Analysis

Breaks down your working day into half-hour segments to show information about your incoming calls. Summarise your answered and abandoned calls, find out how long it's taking you to answer them, or how long people are waiting before they give up. All figures show maximum and averages so you can effectively plan your staffing requirements throughout each day.
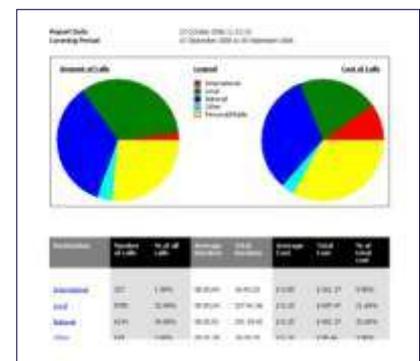
Organisation - Drill Down

A powerful, fully-clickable report which begins at the top of your company's hierarchy with a complete summary of all phone activity, with totals and averages. By simply clicking on the hyperlink of the group you're interested in, the report dynamically changes, to show the same summary data for each individual user in the group you selected.

Top Calls

Quickly identify your top calls by cost or duration. This can be useful for uncovering abuse or for identifying expensive types of calls, for example calls to directory enquiries, mobiles, premium rate numbers etc.

Trunks Busy

This breaks down each business day into half-hour periods, showing the maximum and average number of phone lines in use during any particular half-hour. You can choose to exclude weekends, when perhaps not so many calls are being made or received, so as not to distort your averages.

Billing Reports

When you need to produce phone bills for your clients, whether you're a business centre, a hospital, hotel or large company with a need for inter-departmental billing, you can be sure the phone bills that TIM produces are professional and accurate. They're also fully customisable and can include your logo, contact details, and any other user-defined content, authored in standard HTML.

Did you know?

Our **TIM Plus** version includes clickable headers and interactive graphs on all reports.

TIM Plus can also be upgraded to a fully-integrated call logging and recording solution. You simply need to add one of our Magic Boxes.

Target Response

See how well a group of extensions, or your whole organisation, is answering incoming calls and check that they're within pre-determined targets. Each day is shown line by line with a visual indicator of the percentage of calls answered within and outside your target response time.

Call Geography

Includes pie charts and a table showing exactly where you make your calls to: international, national, local, mobile, etc. Each segment is shown as a percentage of the number of calls, and again to show how much of the cost is made up of those types of calls. This quickly enables you to see how just a handful of calls may account for the lion's share of your call costs!

Want more reports?

The **TIM Plus** version also has:

- Busy times report
- Call analysis report
- Call scoring report
- Call volumes report
- Missed calls report
- Random call selection report
- Unused devices report

Frequently asked questions

How fast is TIM Professional?

TIM Professional can process thousands of phone calls per day, and does this live, as calls happen. During call processing, you have full access to all of your reports at any time you want, on demand, either at the console where the application is running, or over your network via a standard web browser.

How many call records can TIM Professional store?

The internal database can store up to 2 GB of data, enough for a medium-sized company to store phone call records over many years. If space gets tight, old data can be archived to another location, to be imported and inspected at any time in the future. If you require more storage, TIM Plus has a native database (4 GB) and TIM Enterprise will support any flavour of SQL (no limit).

How many lines and extensions does TIM support?

TIM Professional can log between 1 - 300 extensions on a single license. However, if you want a truly integrated system that has no such limits, we recommend our **TIM Plus** product (for up to 400 users on up to 5 PBXs) and **TIM Enterprise** if yours is a large network of interconnected PBXs with many hundreds or thousands of users.

How 'live' is live call processing?

As soon as a call has finished, within a matter of seconds, it is processed and stored by TIM in its database, allowing immediate access through any of its reports. Any calls meeting user-defined criteria can be set to trigger an alarm, the details of which are immediately sent by email.

How safe is TIM's internal web server?

Each web user is given specific access to either the whole system, or to a single department, and this restricts the call data they're allowed to see in reports. Additionally, the server can allow or deny access to individual or ranges of IP addresses.

Can TIM tell me if I have enough lines?

The Trunks Busy report shows how busy your system gets throughout each day, by looking at the number of concurrent calls you make and receive, so you can easily see if you have enough lines - or too many!

System requirements

We recommend the following minimum PC spec for running TIM Professional:

- **CPU**: 2 GHz Pentium x86/x86-64
- **Memory:** 1 GB
- **Hard disk:** 40 GB
- **Operating system:** Windows 2000 - Windows 7 (Server editions up to 2003)
- **Network:** Ethernet TCP/IP
- **I/O:** Serial RS232-C where required by PBX
- **Web browser:** IE 6+, Firefox 2+, Opera, Safari, Chrome, with a Flash plug-in/add-on

Download a free trial today

Speak to your vendor to arrange a free full trial of the software on your own phone system(s).

NOMIS CONNECTIONS
THE TELECOMMUNICATION SPECIALISTS

Nomis Connections Ltd
Connections House · 11a Kings Road · Fleet · Hampshire · GU51 3AA
Tel: 01252 411 111 · E-mail: sales@nomisconnections.co.uk
http://www.nomisconnections.co.uk/