

PhonEX™ ONE

Business Needs

Optimizing the return on any technology investment requires understanding its on-going usage and making adjustments accordingly. The comprehensive and varying communications media types means it is important to have the ability to report, monitor, and manage the resources accordingly. Companies want to be able to reduce costs, increase employee productivity, and improve network performance.

Take Control

PhonEX ONE from MIND CTI is a comprehensive, flexible, and fully web-based solution for communication management and control. It provides intelligent tracking of all calls and supports multiple data source types including telephone systems, gateways, mobile phones and video conferencing.



Report

At the heart of PhonEX ONE is the powerful and flexible reporting and query tool. Automated or produced when required, the reports deliver only information that is relevant. PhonEX ONE does not tell you what your reporting needs are, it empowers you to decide.



Manage

"You can't manage what you can't measure", PhonEX ONE delivers management reports from which informed business decisions are made, these are easily be dispersed to the relevant business heads to take ownership.



Monitor

Instead of second guessing, you have access to real time facts and figures: Who's calling who? How much is it costing? Are phones being answered in a timely manner, who is abusing company resources?



Guard

PhonEX ONE has the ability to protect your business from the threat of toll fraud and internal phone abuse through real time alerts of usage anomalies. It also has the ability to block outbound dialling* when cost thresholds are met on specific extensions.



Optimise

As communications networks continue to increase in complexity PhonEX ONE ensures that these are deployed and used as efficiently as possible through detailed reports on call usage, call quality, call routing and bandwidth utilisation which ultimately ensures a better service is provided to customers.



Simplicity

An intuitive user experience ensures that PhonEX ONE is accessible to all employees. From the dashboard front end interface through to drilldown and click through reporting information is quickly retrieved and used.

** Telephone system dependant*

PhonEX™ ONE

Benefits

By using PhonEX ONE, organisations can strengthen their capabilities for monitoring, reporting, and analyzing call information. Benefits include the following:

Improved Management Reporting

At the heart of PhonEX ONE is a powerful and flexible reporting and query tool. These reports—automated or produced when required—deliver the relevant information that management need to make informed business decisions.

Enhanced Monitoring

Instead of having to second guess, customers have access to real-time facts and answers to questions like: Who's calling whom? How much is it costing? Are phones being answered in a timely manner? Who is abusing company resources?

Reduced Costs and Protection Against Misuse

Organizations require visibility of telephony usage and costs so they can achieve tighter control, identify potential savings, and have any call anomalies flagged for further investigation. PhonEX ONE can help protect your business from the threat of toll fraud and internal phone abuse through real-time alerts of usage anomalies.

Simplified Use

An intuitive user experience ensures that PhonEX ONE is accessible to all employees. From the dashboard front-end interface to drill-down and click-through reporting information is quickly retrieved and used.

Optimized Productivity

Efficient time and resource management are key when driving a business forward and retaining a competitive advantage. As communications networks continue to increase in complexity, PhonEX ONE ensures that these networks are deployed and used as efficiently as possible through detailed reports on call usage, call quality, call routing, and bandwidth utilization. The result: better service is provided to customers.

Feature Summary

PhonEX ONE runs as a web-based service, providing full functionality for reports and administration at anytime from anywhere. Customers can easily produce customizable reports with drill-down capabilities, including traffic reports to monitor peak loads and bandwidth utilization as well as "what if" reports to compare alternative carriers and analyze potential cost savings. This includes reporting on inbound, outbound, and internal calls; trunk-to-trunk calls and SIP trunks; forwarded, conference, and video calls; instant messages; and response groups.

Other PhonEX ONE features include:

- Dashboard user interface
- Event log for auditing and tracking system use
- Scalable architecture to support unlimited sites and extensions
- Solution based on ASP.NET technology
- LDAP compliance
- Easy adjustment to organizational hierarchies
- Database structure based on Microsoft SQL Server database
- Automated reports (email, screen, or saved to file)
- User-definable report format (in Microsoft Excel and Word, HTML, PDF, and CSV files)
- Capability for multiple languages, currencies, and call detail records
- Cellular phone reporting
- Real-time automated alarms
- Support for virtual environments

* Telephone system dependant

