

Overview:

Call Logging can help a customer manage performance and utilisation, plus control the cost of their voice communications.

Explained

Both traditional and VoIP (Voice over IP) PBX telephone systems are capable of generating a log of all incoming, outgoing, and internal phone calls made and received by connected extensions. Call Logging gives the customer the tools to collect this data, analyse it, and discover the impact – financially and operationally – that it is having on their business.

Target Market

Any business with a minimum of 100 extensions which it requires to be monitored.

Features

Call Logging can be either set at Basic or Premium levels. Basic gives the customer a managed summary report, plus access to a web portal to enable them to produce their own reports. Premium enables the production of up to 20 automated reports each month (additional or bespoke reports can be arranged at an extra cost) plus access to a web portal to produce their own reports.

Business Benefits

Allows the customer to collect and analyse a variety of management information, including...

- Which extensions or departments make / receive the most phone calls
- The cost of the most expensive calls
- The busiest times when customers ring
- The average wait time before a call is answered
- If a marketing campaign has generated sufficient calls to justify the expenditure
- If calls are being made outside expected business hours.

Why Manx Telecom

Manx Telecom is the Isle of Man's largest telecommunications and Internet provider, offering the full range of fixed line, mobile and data services to consumers and businesses.

Manx Telecom has developed a portfolio of services which provide businesses with the tools necessary to increase productivity, reduce costs, and win and retain customers.

summary

Feature	Description	Explanation
Pricing	Call our special corporate sales team	Prices depend on exactly what service you require, we tailor all our services to your specific needs
Support	Tel: 624 624 Email: servicecentre@manx-telecom.com	Faults in the service can be reported 24x7x365
Complementary Services	Business Mobile, BlackBerry, and Mobile Data, Mobile Roaming, Business Fixed Line	We offer a whole host of services to enhance your business's productivity whilst reducing costs

Contact: Tel: 624 624; Email: sales@manx-telecom.com
For expert advice or information give us a call or email.

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