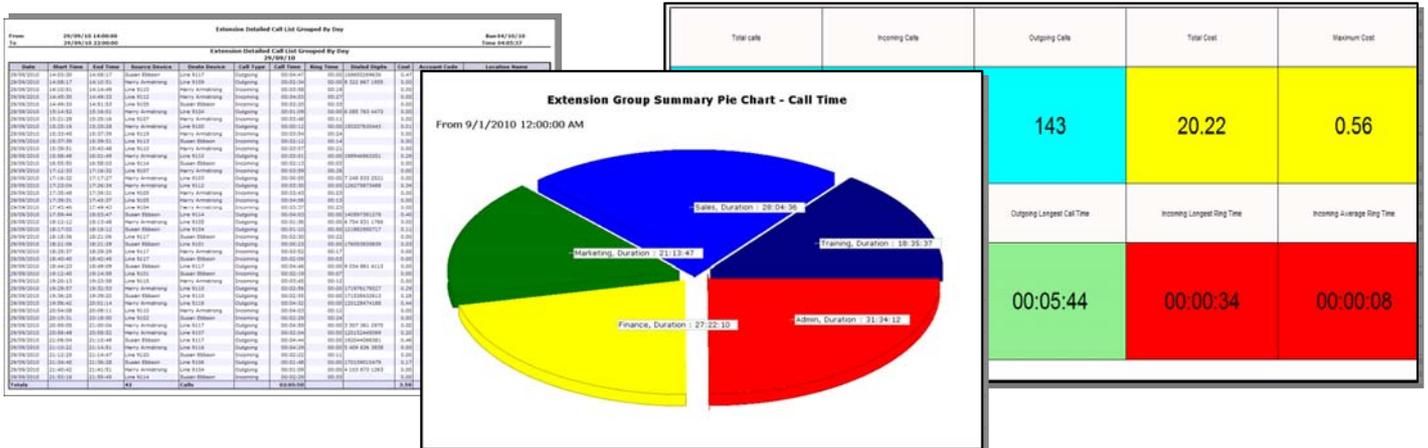


orbi-tel^{xps}



Telephone Call Management for a More Profitable Business



Improve Customer Response - Instant Incoming Call Reporting

Reduce costs - Easily identify high cost areas

Easy access web browser

orbi-tel^{xps}

improving customer service...reducing costs

The phone system is one of your most powerful business tools, especially for organisations using it to drive business. It is therefore critical that you respond and handle calls quickly, efficiently and cost effectively. To monitor performance and accurately measure and manage costs you need instant access to call and activity information. Nu Technologies, the UK's premier call and network management company, have developed orbi-tel^{xps} to allow small and medium sized organisations access to sophisticated reporting previously only available to large corporations. orbi-tel^{xps} is totally browser based and runs on Microsoft WindowsTM operating systems up to and including Windows 7. Now any company can improve their response to customers who call them and reduce the cost of using the phone.

Nu Technologies have developed orbi-tel^{xps} to provide you with management information to easily identify how efficiently your organisation uses the telephone. More importantly orbi-tel^{xps} will allow you to make informed management decisions to improve the effectiveness of the phone as a critical business tool and to control the cost.

View Incoming Call Response time

orbi-tel^{xps} allows you to set up as many real time views and layouts as you require to monitor how efficiently calls are being answered. Any area of the organisation can be monitored and typically the sales department is on the list. Departments and individuals can be easily reported on.

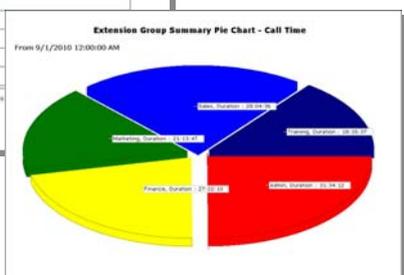
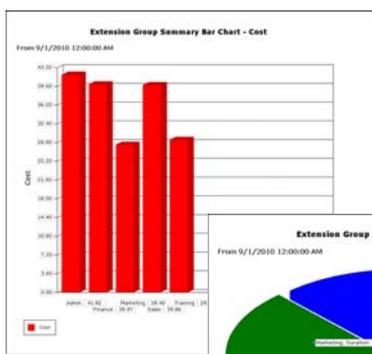
Each system user can set up their own screen layouts in order that they only view the detail of interest to them.

Extension Utilisation										Sun 29/09/10			
From 01/09/10 00:00:00										Time 07:02:27			
Extension	Incoming Calls			Outgoing Calls			Totals			Cost			
	Calls	Call Time	Avg Time	Calls	Call Time	Avg Time	Calls	Call Time	Avg Time				
Carol Barnes	44	01:19:54	0.2	95	02:24	0.2	139	02:19:58	0.3	01:39	4.53		
Ed Marchbanks	13	01:12:31	0.2	05:35	13	00:45:29	0.1	02:29	28	01:08:04	0.3	04:32	1.20
Merry	18	01:02:36	0.3	03:54	13	00:30:01	0.1	02:18	29	01:32:37	0.2	03:11	1.97
Ian James	53	01:48:08	0.3	02:02	49	02:25:27	0.4	02:58	102	04:13:35	0.4	02:29	5.52
Jack Mervin	48	02:20:50	0.3	02:59	48	02:09:50	0.3	02:42	96	04:30:40	0.7	02:49	8.32
Denise Fraser	93	04:24:37	0.4	01									
Louise Goodrich	9	00:45:18	0.1	01									
Nicola Martin	6	00:26:55	0.1	04									
Paul Radcliffe	2	00:22:36	0.1	01									
Steven Long	31	01:08:04	0.2	01									
Susan Ellison	95	03:32:09	0.3	01									
Total	360	17:23:42	0.3	92									

Total Calls	Incoming Calls	Outgoing Calls	Total Cost	Answered Cost
274	131	143	20.22	0.56
Total Call Time	Incoming Avg Call Time	Outgoing Avg Call Time	Incoming Avg Ring Time	Outgoing Avg Ring Time
13:24:16	00:05:48	00:05:44	00:00:34	00:00:08

Identify high cost calls instantly

Who has just made that call costing £12.75? The real time call list allows for immediate notification of high cost or long duration calls as well as a range of other selectable fields.



Discover high cost departments

Reports, pie and bar charts allow you to easily identify which groups of extensions are costing the most or spend the most time on the phone. Clearly sales oriented areas should be using the phone cost-effectively as should people collecting debts. Maybe administration should be a low usage area.

Identify your most effective employees

The extension target report allows you to quickly see who is most effective when answering calls. This report details the calls offered to individual extensions or a group of extensions such as the sales force. Average ring times are shown as well as the percentage of calls answered and unanswered.

At Nu Technologies we believe that our job continues long after our customer's system has been installed and we have developed our Customer Assurance program to keep systems running smoothly and at an optimum level. We provide a range of high quality support services to give all our customers total peace of mind.