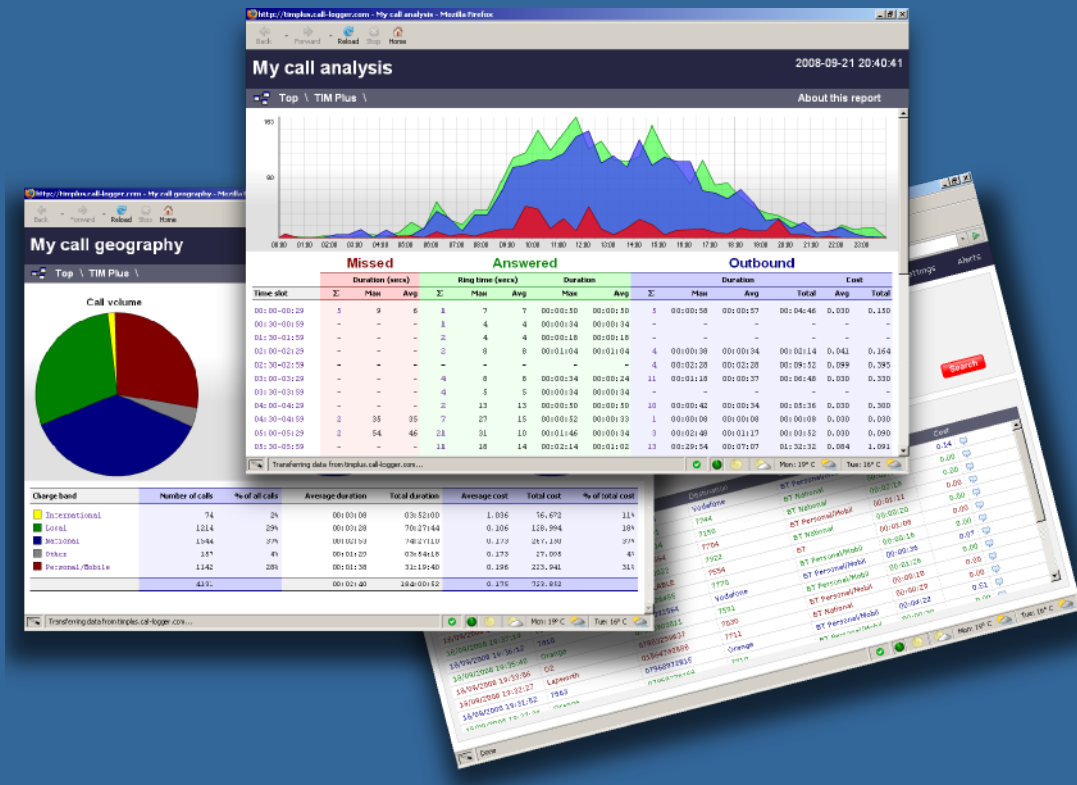











# TIM PLUS



-  Log up to five sites with a single license
-  Mix and match PBX makes/models
-  New quick call search facility
-  Unlimited call alarms and reports
-  Integrated zero-configuration web server
-  Unlimited wallboards & leaderboards
-  Unlimited web user logins
-  Dynamic drill-able web reports
-  Integrated call recording option



the call logging people

# Overview

**Advanced call logging across multiple PBXs through a simple, intuitive, cross-browser compatible web interface.**



**TIM Plus** is the only call logger which specifically caters for mid-range SMEs wanting a single, unified management interface for logging calls from more than one telephone system (PBX).

It sits comfortably between our entry-level, single-site *TIM Professional* product, and our award-winning *TIM Enterprise* product, which provides comprehensive management information for larger organisations whose telecommunications infrastructures employ large-scale, interconnected voice networks.

The deceptively simple user interface of TIM Plus shields the user from its powerful call processing engine and its multitude of modern features.

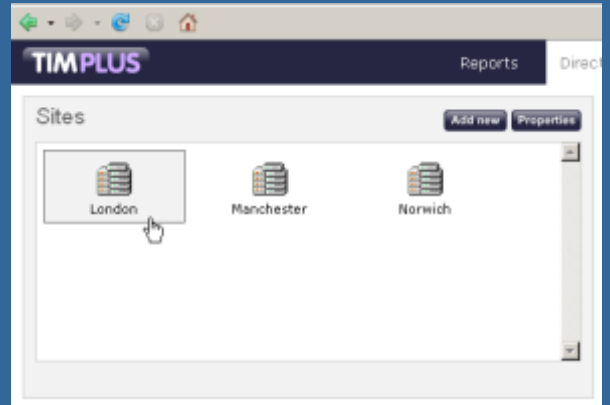
TIM Plus runs as a Windows Service and all of its functions, configuration, and call reports are accessible through a standard web browser, such as Microsoft Internet Explorer, Mozilla Firefox, and Apple's Safari.

Out of the box, the standard configuration allows you to log up to five PBXs, and has an initial capacity of up to 100 users which can be spread in any configuration across these five PBXs.

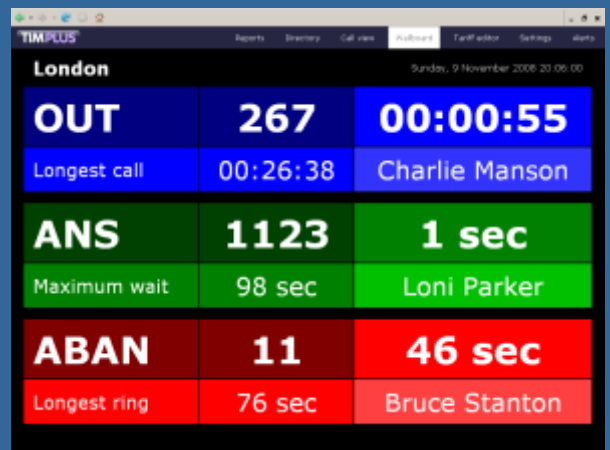
It's easy to upgrade, too. Simply purchase additional capacity in blocks of 100 users.

We use the term **'user'** in a conceptual way - a user of communications services in your business - not just a physical device such as a telephone or fax machine. Thus, if an employee (a user) has more than one device, such as a desk phone, a mobile phone, and even a separate DECT phone, then that counts as **one user**, not three!

TIM Plus can take mobile billing feeds from your provider, and reporting on these is easy... just select them as a specific call type in any of the reports!



TIM Plus logs up to five PBXs and 100 users, right out of the box!



Show live, up-to-the-minute statistics for any site, group or individual.



Live leaderboard screens can be displayed on a plasma monitor to selected teams of users.

# Everything in one place

**TIM Plus is fully administered using nothing more than a standard web browser. We've worked hard to ensure that no separate client software is needed!**

.....

Running as a Windows Service, all of the administration of TIM Plus is performed through a standard web browser from any machine on your network. Whether it's a PC, a Mac, or a Linux box... as long as it's got a web browser, you'll be able to administer all of your sites' phone call data in one, simple, easily-bookmarkable place!

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.

## Quick call search



Gone are the days of having to run an entire report just to locate a single phone call.

So now, from the front screen of TIM Plus, alongside the live call view, you can quickly locate the calls you want.

## Integrated call recording

And by adding the optional **TIM Talk** voice recording option, you'll be able to hear the actual audio of each phone call, too.



In fact, across the entire TIM Plus system, anywhere you see an itemised call, including the quick call search, you'll see an audio icon wherever there's audio available.



By clicking on the audio icon next to any call, you'll get to play the recording or add notes about it - all without ever leaving your web browser!

No other call recording system is as integrated as this, so now you get the combined logic of the call logging reports, with the power of voice recording.

Imagine the possibilities! Now you can **hear** exactly what the content of that premium rate call was, or **listen** to why a specific call took longer than the group's average...

## 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!

```
177 function addStatPoint()
178 {
179     var url = "/dir.js?type=stats&name="+escape(objFar.name);
180     new Ajax.Request(url,
181     {
182         method: "get",
183         onException: function()
184         {
185             alert("Connection to server lost");
186         }
187     });
188 }
```

Every bit of web content is fully customisable

# Flexible reporting

Every report in TIM Plus satisfies a business need. By filtering and setting options in any report, you have the power to drill-down and find exactly the call information you need.

Using dynamic, XML-derived data, every report in TIM Plus becomes dynamic. Click on a column header and watch the table re-sort without even leaving the web page. And if you want a different column header, you have the power to modify the output using our open-standards XSLT templates.

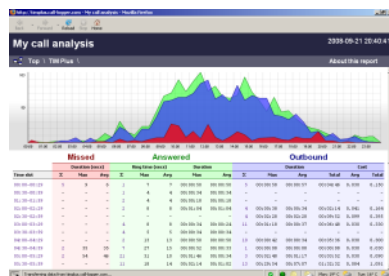
Here's a brief overview of just some of the reports that TIM Plus offers...

## Busy Channels

Ideal for determining whether or not you have enough lines, or if you have too many! Also allows you to break down each business day into half-hour periods, showing the maximum and average number of channels in use during each one.

## Call Analysis

Gives you a crisp, clear graphical representation of your inbound, outbound and missed call traffic over each business day. The accompanying tabular data is clickable, allowing you to drill-down into each period, allowing you to more effectively plan your staffing requirements throughout each day.



## Top Calls

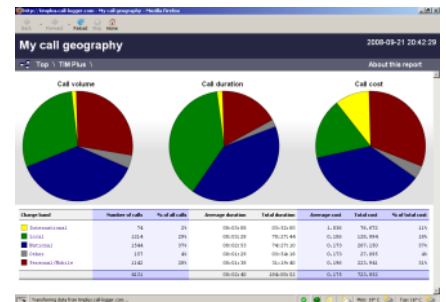
Quickly identify your top calls in terms of cost or duration. Useful for identifying telephone abuse; you can instantly see who's making the most expensive types of call, such as those to premium-rate services. It's also useful to identify who's spending the longest time on the phone.

## Daily Activity

Provides a summary showing the total volume of all inbound, outbound and missed calls for each day. Ideal for identifying call volume trends and great for showing your busiest days.

## Call Geography

Graphical pie charts by call volume and total cost, along with a sortable table containing complete information about where, geographically, you're making your calls to. Calls are classified by tariff band, eg. local, national, mobile, international, showing you exactly which calls are costing you the most, and which are taking up most of your time.

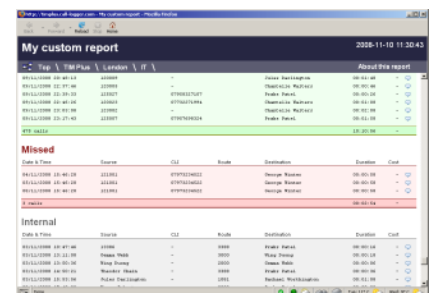


## Frequent Numbers

Shows a top-ranking list of the most frequent calls you make and receive. You can use this information in your decision-making about how to call common destinations, for example, by installing private links between branch offices. The information can also assist you when negotiating call rates with your network provider(s)

## Custom Report

This is the most flexible report, allowing you to select any number of criteria on which to filter your results.



The layout is one of an itemised call list, split into sections showing each call type: 'answered', 'outbound', 'missed', 'internal'.

## Delivery

All reports can be run on an ad-hoc basis, or scheduled to run at regular intervals and delivered by email to one or many users.

## 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.

### 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 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.

### 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 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.

### 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.

## System requirements

The following is a recommended specification that will comfortably run a single copy of TIM Plus:

- Microsoft Windows 2000/XP/Server 2003/Vista
- x86 Processor - 2.0GHz
- 1Gb RAM
- 10Gb hard disk space required
- Ethernet Network Interface Card with TCP/IP
- Web browser (IE6+, Mozilla Firefox 2, 3+ and variants, Opera, Safari) with a Flash plug-in/add-on. Javascript needs to be enabled for the local zone.
- Any modern PDF viewer (reader only)

*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.*

## Download a free trial today!

Speak to your vendor to arrange a free 14-day full trial of the software on your own telephone system:



### Shore Communications Ltd

42B Banstead Road · Carshalton Beeches · Surrey · SM5 3NW

Tel: 020 8661 6800 · Fax: 020 8661 6801 · E-mail: [info@shorecomms.co.uk](mailto:info@shorecomms.co.uk)

<http://www.shorecomms.co.uk/>