



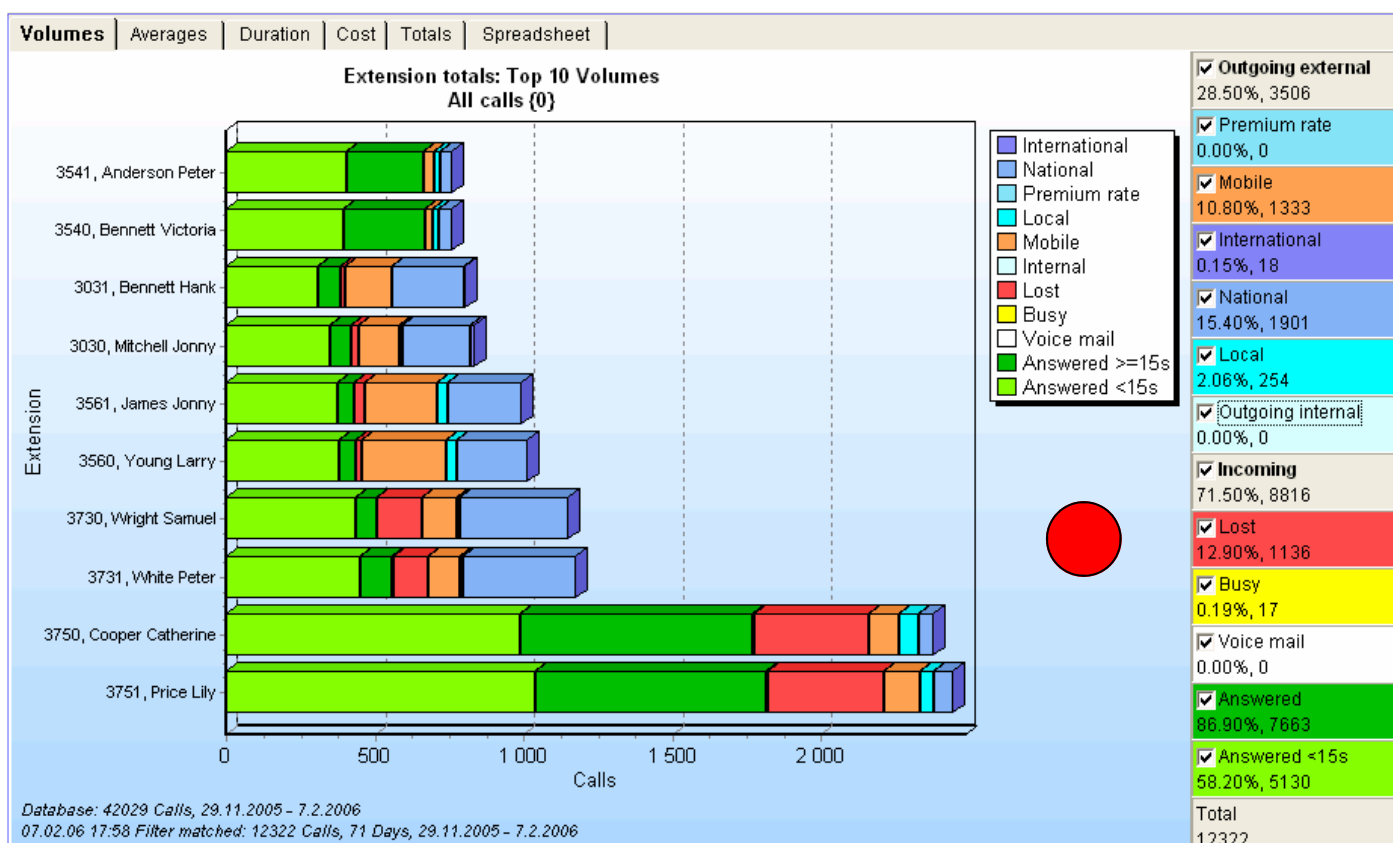
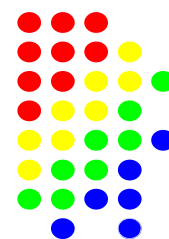
CALL EXPLORER ENTERPRISE

The High Performance Call Management System

Value is created by focusing on performance. Integrate Call Explorer into your business processes and raise the efficiency and effectiveness of customer service, telesales and every-day business interactions.

Turn your telephone call data into meaningful colour graphs and start fine tuning your organisation's performance

- Allocate telecommunication and personnel costs accurately
- Optimise staff deployment and improve productivity
- Monitor answer times and improve service levels
- Analyse call center work loads and performance
- Eliminate fraud and increase security
- Target advertising effectively and increase sales



Telephone Call Management is not new, yet few organisations use it effectively to achieve results.

CALL EXPLORER ENTERPRISE

Over 25 designing Management tools, Cubix unveils Call Explorer Enterprise version 6. With a host of new features for telephony and contact centre solutions, it is a system with a difference: powerful, easy to use, and capable of delivering results that count.

Try Call Explorer AND see how indispensable it can be

PROBABLY YOUR BEST INVESTMENT, WITHOUT ANY RISKS

Time after time, Call Explorer pays for itself, fast. The shortest time we know is 2 weeks.

ENDLESS POSSIBILITIES FOR THE MANAGEMENT OF EFFICIENCY

For Finances and Human resources

Up to 80% of enterprise communications costs derive from human resources. Integrating Call explorer with your business processes will raise the efficiency and effectiveness of customer service, telesales and business interactions. It will manage resources accurately, allocating personnel time and telephone calls to projects, accounts, cost centres and departments.

For Marketing

Advertising may be essential, but is expensive and sometimes ineffective. It must be targeted smartly and efficiently. Easier said than done. Eliminate the hit and miss element with Call explorer

For Sales and Support services

If service levels are poor, it will show in the results, often too late. With Call Explorer you will know the whole truth, now. Calls not answered, all agents busy, calls held in a queue, long ring times. Call Explorer will help you eliminate these before it is too late.

For Security

Used regularly, Call Explorer will prevent telephone misuse, fraudulent PBX routing, root out malicious callers and identify call out of office hours.

CALL EXPLORER WILL HELP YOUR ORGANISATION FUNCTION MORE ACCOUNTABLY AND EFFICIENTLY

Call us now on 01494 678 661

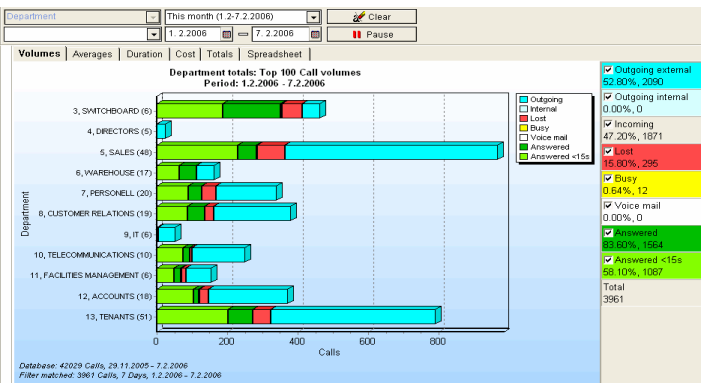
Let Call Explorer help you

- **Allocate telecommunication and personnel costs accurately**
- **Optimise staff deployment and improve productivity**
- **Monitor answer times and improve service levels**
- **Analyse call center work loads and performance**
- **Eliminate fraud and increase security**
- **Target advertising effectively and increase sales**

Why Call Explorer

- The telephone and the voice communications it provides are indispensable in any organisation.
- Call Explorer provides the tools needed to control and manage these resources effectively.
- It monitors the successful deployment of resources, while achieving significant economies.

Benefits



- Cost are allocated accurately to users by extension, department, account or cost center.
- Telephone service levels are easily monitored.
- Line usage and saturation is effectively controlled
- Lost business due to unanswered calls is minimised.
- Target answering times are improved.
- Good work performance is measured and rewarded.
- Resources can be matched to identified workloads.

Cost allocation

Report: Extension call details
Date and time: 07.02.06 18:25

Filter:
Date period:
+29.11.05 11:42 - 07.02.06 18:25 (498 Calls)
Extension:
+3731, White Peter (498 Calls)
Direction:
•Outgoing (498 Calls)

Calls	Outgoing	Incoming	Duration	Call cost
498	498	0	16:32:28	99.71
	International	Lost	Avr duration	Fixed cost
	0	0	00:02:00	0.00
	National	Busy	Avr ring time	Total ex VAT
	381	0	00:00	99.71
	Premium rate			VAT
	0			0.00
	Mobile			Total inc VAT
	108			99.71

Info	Date and time	Account	Number	Duration	Ring time	Call cost
National	29.11.05 11:50	None	01566259391, LAUNCESTON	00:00:37	BT	0.05
National	29.11.05 14:30	None	01209765796, REDRUTH	00:05:56	BT	0.47
Mobile	29.11.05 14:46	None	07979215858, VODAFONE	00:00:26	BT	0.12
Mobile	29.11.05 14:59	None	07751673238, CELLNET	00:01:22	BT	0.36
National	29.11.05 16:20	None	0120522666, BOSTON	00:04:56	BT	0.40

Telephone bills for extensions, departments and cost centres are generated and emailed automatically.

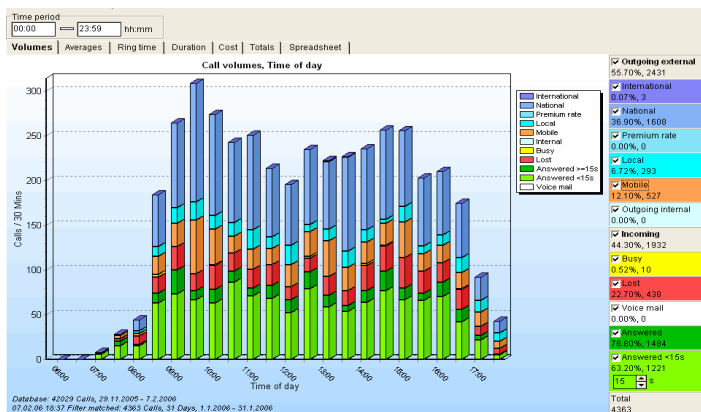
Analysed Data

- Extension number, name & department
- Called number and Caller number
- Call time, date, duration and answering time
- Call Price, and account code

Features

- Reports indicate call extension, name, the called or calling number, duration, answer time and cost
- Call costing by meter pulses or duration cost tables
- A scalable and flexible department organisation with up to ten levels and a parallel cost centre system
- Reports for most longest, most dialled numbers and most expensive calls
- Reports by account code, project or PIN number
- Automatic continuous, hourly, daily, weekly or monthly report generation
- Reports in numerical or graphical format.
- Dynamic scaling of graphs for optimum viewing.
- Variable time resolution down to 1 minute
- Storable and reusable report templates
- Automatic scheduled emailing of reports
- Automatic continuous or scheduled broadcasting of reports in HTML format to WEB pages.
- WEB enables access to user reporting.
- WEB based CRM and internal telephone directory

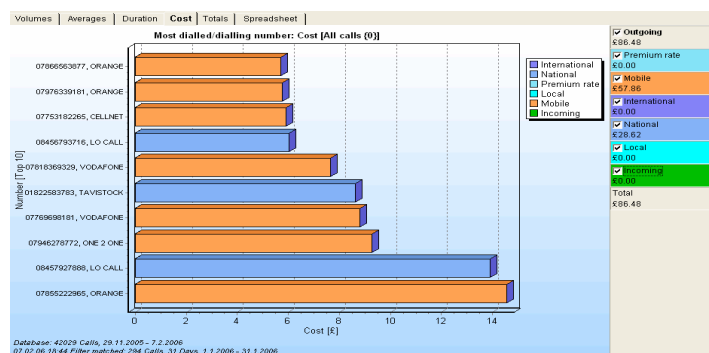
Human Resource analysis



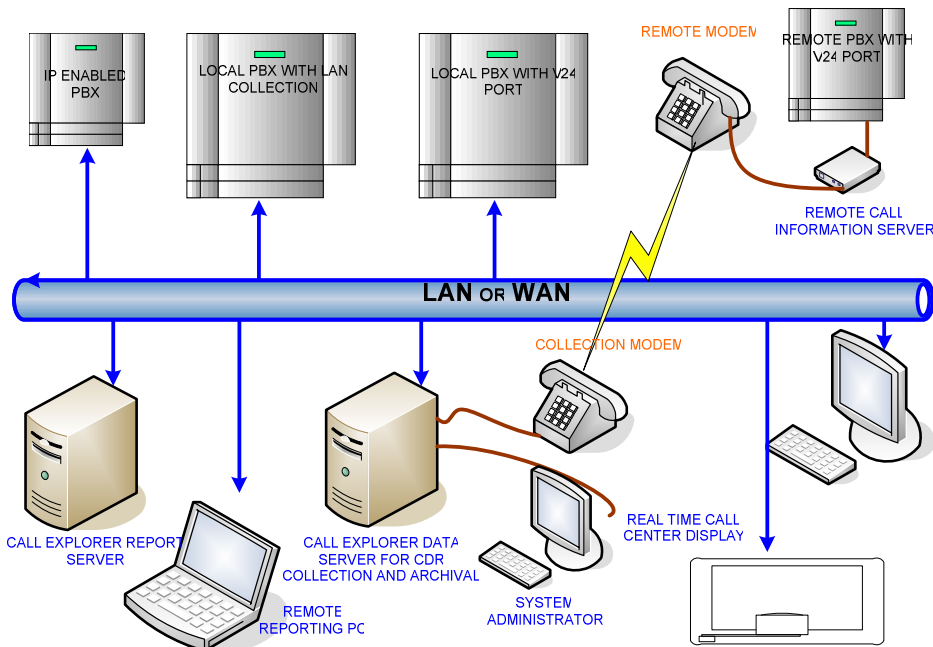
By analysing the call patterns by time of day, personnel resource deployment is easily optimised.

The number of unanswered calls can also be kept to a minimum or eliminated.

Called number monitoring



By monitoring telephone numbers, you can identify where your call originate from and are made to. This is very important and useful in marketing and advertising target management.



Configurations

Call Explorer is extremely scalable and flexible. It is equally at home with small systems with just a few extensions as well as large corporate networked PBX telephone systems.

The diagram depicts some of the possible connections and configurations. Please consult our sales for more information on a system suitable for you.

Call Explorer Enterprise

Call Explorer Enterprise is a multiuser, multitask and multiformat telephone call management system suitable for organisations of all sizes.

It collects call information for incoming, outgoing, and internal voice calls. Multi PBX and trunk traffic can also be analysed.

Its powerful graphical reporting facilities are used to monitor and analyse performance in Call Centers, sales departments and service centers.

Its much copied filtering capabilities allow zooming in to search and measure any combination of data, in real time or from data archives.

Call Explorer offers powerful and useful functions for finance, marketing, human resources and service departments.

No organisation can be effectively managed without Call Explorer

Capacities

Extensions	32,000
Account codes	32,000
Active call records	7 million
Calls	70 million
Department levels	10
Departments	5000
Filters	32,000
Networked PBXs	250
Carriers	10

About Cubix

We are a private company with offices in England and Finland. Since 1983 we have delivered over 10,000 state of the art systems to over 40 countries.

Our products are trusted by organisations such as IBM, Coca Cola, 3M, Pfiser, Siemens, EU, NHS hospitals, Emergency services, Government offices, and many thousands of smaller companies, hotels, nursing homes and clinics.

Our development, manufacture and support are all carried out strict ISO 9000:2001 certified standards

Our long professional experience and innovation gurantee the quality, state of the art and usability of our solutions.

Compatibility

Call Explorer is compatible with all new and legacy PBX and key telephone systems, including the latest VOIP. Simultaneous connection to multiple different systems is also possible

PC-REQUIREMENTS

Processor: Pentium 1 GHz, 512 MB RAM
Windows 2000, NT, XP
20 GB disc space, CD-ROM .

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