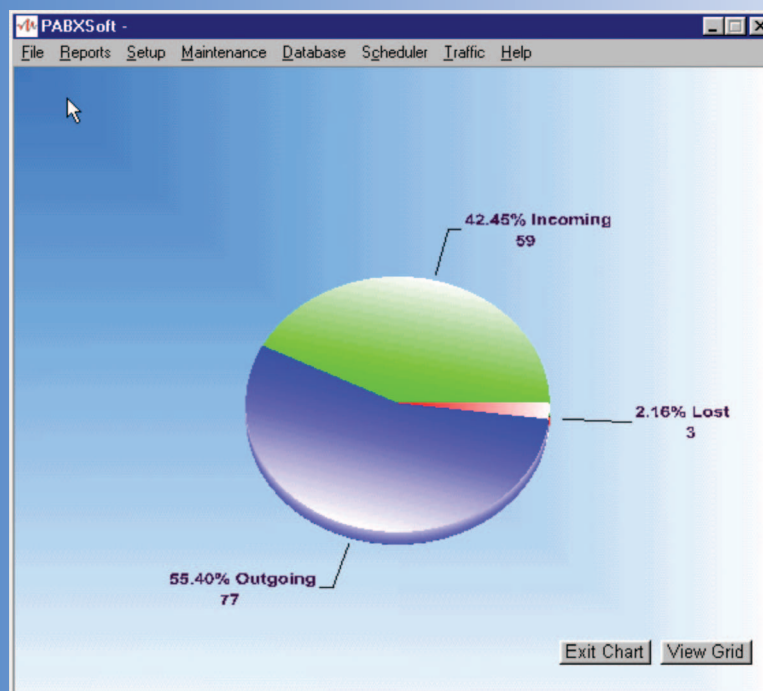


***Your telephone system
is trying to tell you something...***

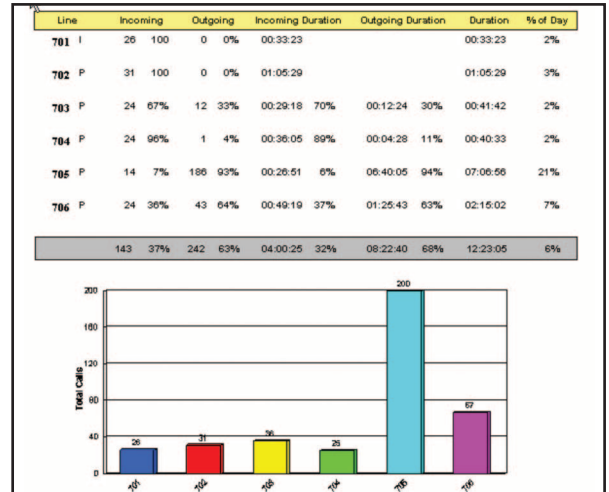


- Reduce telephone call expenditure •
 - Improve productivity •
 - Identify fraud •
 - Reduce call answering times •
- Eliminate lost calls due to slow response •
 - Validate advertising campaigns •

Your telephone system can tell you a great deal about your business. PABXSoft reports on all incoming calls received and outgoing calls made through your telephone system. With a suite of up to 25 reports specifically designed for the "time-poor manager" you have a simple but highly effective management information resource at your fingertips.

Line (Trunk) Reports

The lines from your network provider are your connection to the outside world. Renting too few lines means your callers may get a busy signal, and renting too many can waste money. The three reports in the "Line" category display your call activity in both detailed and summary formats and identify times in the day when all lines were busy.



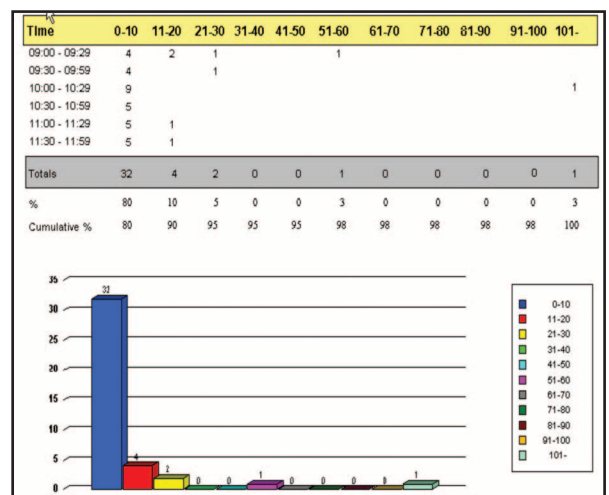
Outgoing Call Reports

Every call made (and received) by each extension or Department selected is shown in detail or summary format. Costs, talk-time, times of day, called numbers and destination names are all displayed. Summary options by call types (Local, Long Distance, International) and bar charts are also included, and help in identifying opportunities for call cost reduction. There are six Reports in this category.

Extension	Local	Regional	National	International	Other	Total
201	9 1.98		12 11.27		5 1.25	31 18.02
202	14 3.08		2 1.37			18 7.35
203	15 3.30		1 1.42			19 6.90
204	9 1.98	1 0.88	4 8.03			14 10.89
205					2 0.50	8 4.49
206	9 1.98		69 34.21	2 1.61	3 0.75	88 41.76
208	24 5.28		10 13.85			52 36.02
Total Calls	80	1	98	2	10	230
Total Cost	17.60	0.88	70.15	1.61	2.50	125.43
Ave. Duration	00:02:20	00:03:56	00:01:57	00:01:47	00:01:30	00:01:58

Incoming Call Reports

Incoming ring times in detail or summary format, and lost or abandoned calls are included in the five reports in the "Incoming" category. You can identify who answered each call, which DDI (Indial) numbers were called, as well as Caller ID, talk-times and more.



Summary Reports

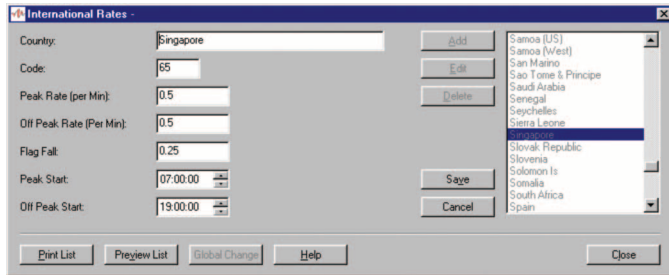
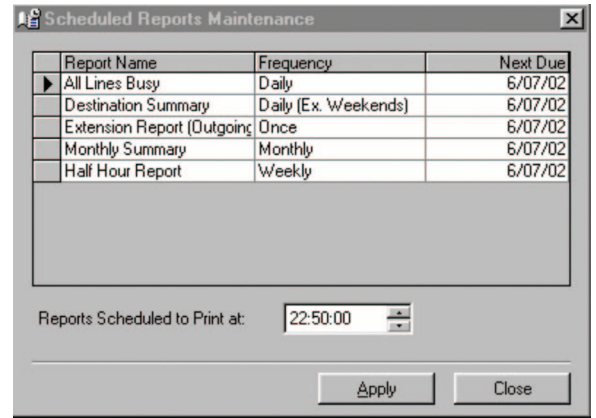
Eleven reports (6 of which are grouped into the Top 30 section) that provide a management overview of activity for each hour throughout the day, or for an entire month. Account code and PIN code reports are also in this category. These reports provide an "at a glance" view of the day or month and can be used to quickly identify areas of concern where more detailed reporting from the other three categories is required.

Automatic Report Scheduling

Pick the reports off your printer each morning with the automatic reporting function. Reports can be set to print daily, weekly or monthly.

Archive & Restore

Reduce the database size and speed up report generation by Archiving out old call data. Bring the data back at any time using the Restore function.



Adjust Costs

PABXSoft's simple Call Cost table allows you to change the cost of each type of call (Local, Long Distance, International) as often as you like, and for whichever carrier(s) you use.

Export & E-mail

Export any report into a wide variety of formats including Excel, Word, Access, HTML, Text, or e-mail the report to a colleague as an attachment directly from PABXSoft.

Local Area Network ready

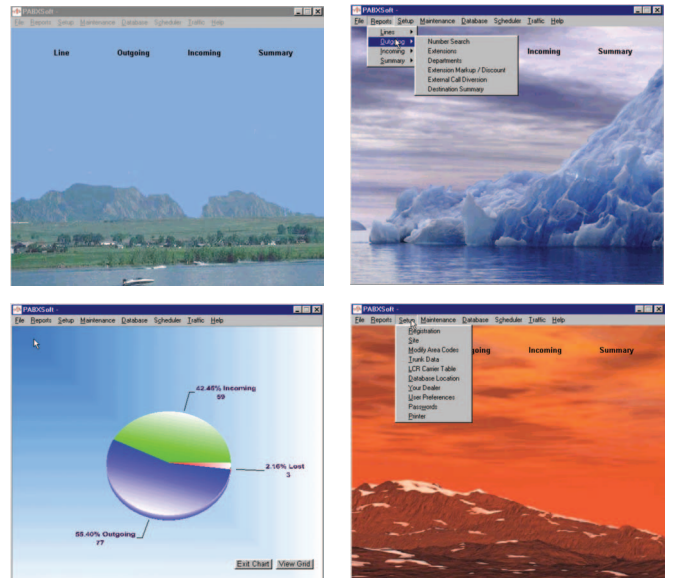
Provide PABXSoft Reporting to your whole management team over your Windows® Office LAN.

Passwords

Restrict access to PABXSoft on each PC with two levels of password protection.

Directory

Create your personal directory of names and phone numbers to replace the default names that appear in PABXSoft reports.



Extn	Name	Out	In	Lost	Time	First Call	Last Call	Cost
TOTALS		77	59	3	00:02:08			41.93
201	Phillip Mathews	6	10	2	00:01:40	7:40:26 AM	12:52:45 PM	1.09
202	Suzanne Lloyd	3	9	0	00:02:14	8:18:08 AM	12:23:30 PM	0.91
203	Dennis	7	7	0	00:02:06	9:00:47 AM	12:20:35 PM	2.59
204	Jane	7	3	1	00:03:38	10:02:50 AM	12:52:36 PM	6.58
205	Stephen James	11	2	0	00:00:39	1:12:44 PM	2:51:46 PM	5.38
206	Jonty	17	2	0	00:01:11	9:55:23 AM	1:01:02 PM	7.93
208	Paul	14	12	0	00:02:38	8:00:44 AM	1:02:27 PM	9.75
209	Andrew	5	0	0	00:02:10	9:35:11 AM	10:41:23 AM	4.65
260	Voicemail	0	7	0	00:00:21	7:11:47 AM	12:34:09 PM	0.00
261	Voicemail	1	0	0	00:00:54	12:35:17 PM	12:35:17 PM	0.65
288	Fax	6	7	0	00:00:59	9:30:53 AM	12:26:06 PM	2.40

Background Screens

Icebergs, lakes, desert scenes, or the real-time traffic screen, you choose the look of PABXSoft. You can even create your own JPEG image as a background.

Live "Traffic" Screen

If you run a Tele-Sales team, operator or service group or are interested in the current activity within any group of extensions within your organisation, then PABXSoft's live traffic screen will keep you continuously informed.

PABXSoft

		BASIC	ADVANCED	MULTI-SITE
OUTGOING	Number Search		✓	✓
	Extensions	✓	✓	✓
	Departments	✓	✓	✓
	Markup		✓	✓
	External Diversion		✓	✓
	Destination Summary		✓	✓
INCOMING	Abandoned Calls		✓	✓
	Ring Time	✓	✓	✓
	DDI/ Indial		✓	✓
	Extensions		✓	✓
	Ring Time Summary		✓	✓
LINES/TRUNKS	All Lines Busy		✓	✓
	Line Utilisation		✓	✓
	Line Detail	✓	✓	✓
SUMMARY	Monthly Summary		✓	✓
	Daily/ Half Hourly		✓	✓
	Extension Summary		✓	✓
	Top 30 (6 Reports)	✓	✓	✓
	Account Codes		✓	✓
	Authorisation (PIN) codes		✓	✓
FUNCTIONS	"LIVE" Call Screen		✓	✓
	Auto Scheduling		✓	✓
	MULTI-SITE			✓

* Each Multi-site license allows reporting on up to seven remote sites. Each remote site must also purchase PABXSoft "Advanced".

PC Minimum Specifications

PABXSoft can be run on Windows® Operating systems and Networks only. A minimum of 300 megabytes of hard disk space must be available for the database. PABXSoft reports will not run reliably on anything slower than a Pentium 2. The PC must also have a serial port for the Call Collector modules.

**For more information about
PABXSoft visit our web site**

www.pabxsoft.com

Report Availability

The output from the telephone system will determine which reports within PABXSoft are available with each brand of telephone system.

