

More than A Call accounting

Telephone costs can account for considerable business expenditure in any company. Leap® The Call Tracker enables you to understand Exactly where your time, money and resources are being spent. Leap **The Call Tracker Version 1.0.0** series for Windows® 98/Me/NT/2000/XP, also supports client/server architecture; combines telephone billing and cost recovery, PABX operator performance analysis, caller ID and contact management in a comprehensive, integrated system. Powerful reporting features incorporate data and graphs for maximum information and maximum impact. The software is featured to support the MIS requirements of Call/Contact Centers over VoIP and IPLC.

Key features

- Allocate correct call costs to employees, divisions, departments, tenants, clients, customers and projects.
- Add margins to calls for efficient cost recovery.
- Analyze the cost of calling mobile phones or of providing support to your customers.
- Protect your business from phone abuse.
- Determine the number of exchange lines required.
- Ensure service levels on inbound calls are being met.
- Supports client/server architecture.
- Analyze information about each phone's average talk time.
- Follow up missed calls.
- Help in analyzing top 20 calls: Frequently Dialed Number, Costly Calls, and Longest Call.
- Automatically identify caller before you answer the phone and display full details of the caller.
- Can keep the track of the last call made with the caller in text form.
- Email Manager, incorporating to-do lists to keep track of your mails.
- Address Manager, incorporating to-do list of your contacts.
- Compatible with any system date/time format.

Intelligence for

intelligent business Functionality

Functionality

Leap The Call Tracker is easy-to-use, with intuitive interface, easy access to all options from menu for both novice and advanced users. All options are available from within Leap utilizing common toolbars and interfaces. Report images and descriptions are integrated into the menu for easy identification of report information. Reports provide date range selection or specific options such as today, yesterday, this week, last week, this month, last month for quick and easy selection. The cost analysis, performance chart will help in taking many managerial decisions. On a whole, the Leap gives you a complete MIS (Management Information System) interface for making strong managerial decisions.

Powerful Reporting and Charts

- Report on costs by employees, departments, divisions, clients
- Analyze call expenditure by call type and carrier
- Produce call statistics by destinations, numbers called and employees;
- Analyze exchange line utilization, call volumes, and missed calls.
- Report of transferred calls as per duration of use per extensions.
- Record and report on Caller ID, unanswered calls, answer times.
- Top 20 frequently dialed, costly and longest call.
- Call Summary (Brief and Extension), Consolidated Calls.
- Cost Analysis, Performance chart
- Hourly Distribution and Response Time chart

Reports contain a combination of data and graphs to present different views of the same data for maximum analysis and maximum effect. One can select graph styles from seven different options. Leap provides powerful report filtering available on all reports to focus on the exact information you require. One can export report information directly to HTML, Text. Drill down analysis available on reports to view the details of call Summaries. True multi-user reporting with preferences and favorites recorded for each user

Reliability

It ensures that the communications with the PABX are secured and easily supported. It provides Real-time archiving of call data across all networks, with automatic fall back/roll forward recovery to ensure total data integrity of the archives. It utilizes Intelligent Parse technology¹, intelligent PABX data interpretation increasing the tolerance to data communication interference and PABX service upgrades. It supports for limited number of extensions, employees, departments, divisions and clients/projects depending upon the license. It provides for multiple pricing margin tables for adding mark-ups to calls for client billing. Leap is shipped complete with major carrier pricing tables, fully supporting per second billing and national/international exchange names and numbers. It supports fully featured customized pricing to allow users to configure their own negotiated rates.

Leap - Client/Server Architecture

Leap is now available with client server architecture. Here, the server will be a machine which imports and parse the raw data from the PBAX. Where as client can preview its own extension reports/charts and navigate the application authorized by the server.

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Caller ID screen pop over PC networks utilizing thin server technology, Fully featured Contact Management database suitable for a wide range of applications and including contact details, note taking, client billing, to-do lists, contact history with customizable fields for each type of contact. Integration from the Caller ID screen pop window and the Contact Manager to automatically locate caller details

Minimum System Requirements

- Windows® 98 / Me / NT / 2000 / XP
- Pentium I PC 300 MHz processor
- 64MB RAM (minimum free at all times)
- 2 GB hard disk space
- BUS/PS2 mouse
- Free Serial (COM) port

Supports EPABX of

- Panasonic
- Samsung
- TATA-LG
- MATRIX
- NEC
- Syntel
- BPL
- Erickson
- Siemens
- Alcatel
- Ascom
- C DOT
- Coral
- Copper Connection
- Creative
- Nexus
- All rest brands

Useful MIS tools for

- **Call Centers**
- **Convention Centers**
- **Education Facilities**
- **Government Authorities**
- **Hospitals**
- **Hotels/Motels**
- **Media**
- **Manufacturing Companies**
- **Share Trading Organizations**
- **Accountants**
- **Architects**
- **Attorneys**
- **Multi-Sites and Offices**
- **Sales Organizations**
- **Shared Office Space**

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