

*Then why give them a phone and not know how they're using it!*

Ingenuity Teletstat 5 Report Generator

www.ingenuity.co.uk  
 Employee Monitoring Systems

**Itemised Incoming Calls Report**

Filters set: No filters set

Date	Time	Extn	Extn name	Ring	Duration	Incoming number	Place	Line	Carrier
23/12/03	00:09:00	320	Justin Davidson	34s	0h:00m:00s	0186530082	Oxford	2	BT
23/12/03	00:09:00	321	Chris Gibson	2s	0h:00m:00s	0186530082	Worcester	1	BT
23/12/03	00:12:00	563	Voice Mail	1s	0h:00m:20s	0147200101	Grimsby	1	BT
23/12/03	00:12:00	562	Voice Mail	1s	0h:00m:20s	0147200101	Grimsby	4	BT
23/12/03	00:12:00	358	Headline Honey	1s	0h:00m:17s	01484800101	Huddersfield	3	BT
23/12/03	00:12:00	305	Lou Street	1s	0h:00m:43s	0186530082	Oxford	2	BT
23/12/03	00:45:00	307	Jean Hilton	4s	0h:00m:42s			1	BT
23/12/03	02:22:00	320	Justin Davidson	24s	0h:00m:00s	01484800101	Huddersfield	1	BT
23/12/03	02:22:00	362	Voice Mail	1s	0h:00m:21s	0178530035	Stafford	4	BT
23/12/03	02:22:00	321	Chris Gibson	20s	0h:00m:14s	0186530080	Worcester	2	BT
23/12/03	02:22:00	358	Headline Honey	22s	0h:00m:20s	0186530081	Oxford	5	BT
23/12/03	02:22:00	363	Voice Mail	1s	0h:00m:36s	0178530035	Stafford	3	BT
23/12/03	03:09:00	320	Justin Davidson	34s	0h:00m:00s	0180887993	Worcester	1	BT
23/12/03	03:09:00	311	Chris Gibson	19s	0h:00m:00s	0186530081	Oxford	2	BT
23/12/03	07:36:00	324	Darren TeFord	1s	0h:00m:46s	0140323301	Horsham	1	BT
23/12/03	08:01:00	210	Karl Pickering	134s	0h:00m:46s	01877912115	Poneraft	1	BT
23/12/03	08:04:00	300	Matthew Hollingworth	52s	0h:00m:00s	01877912115	Poneraft	1	BT
23/12/03	08:04:00	210	Karl Pickering	22s	0h:00m:19s			1	BT
23/12/03	08:04:00	354	Rob Ingle	3s	0h:00m:34s			2	BT
23/12/03	08:04:00	210	Karl Pickering	44s	0h:00m:46s	0178737149	Subbury	14	BT
23/12/03	08:06:00	210	Karl Pickering	240s	0h:00m:32s	01204657131	Bolton	1	BT
23/12/03	08:07:00	322	Mike Lucas	53s	0h:00m:00s	01877912115	Poneraft	2	BT
23/12/03	08:09:00	310	Louise Warch	5s	0h:00m:44s	0140323301	Horsham	2	BT
23/12/03	08:10:00	324	Darren TeFord	2s	0h:00m:41s			1	BT
23/12/03	08:10:00	300	Matthew Hollingworth	53s	0h:00m:00s	01877912115	Poneraft	3	BT
23/12/03	08:13:00	354	Rob Ingle	5s	0h:00m:46s	01877912115	Poneraft	2	BT

- Optimise staff availability and productivity
- Improve telephone service levels
- Efficient management of telephone bills
- Eliminate telephone abuse
- Monitor communications capacity

*Advanced 32-bit  
 Call Logging Software*

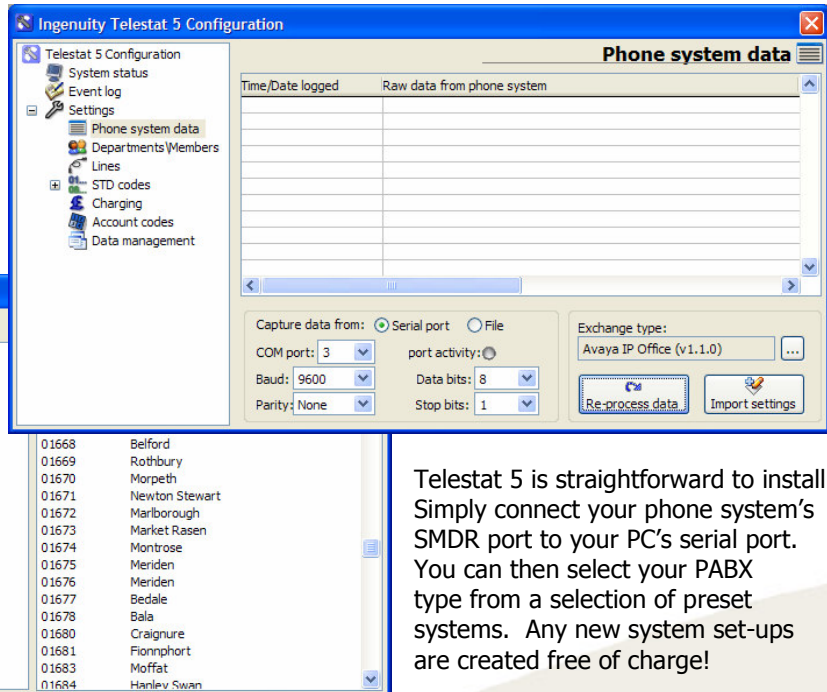
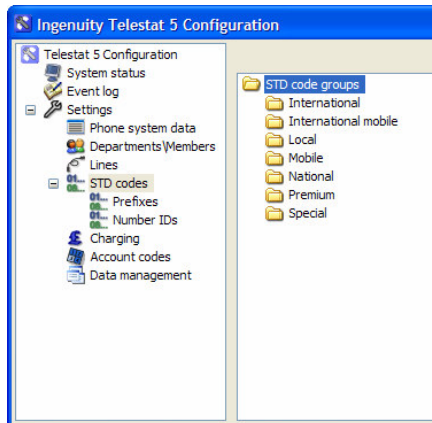
Ingenuity Teletstat 5 Report Generator

Name: Create new report  
 Description: Creates a new itemised incoming calls report  
 Today's incoming calls from 01403232301  
 Today's incoming calls to Rob Gupta  
 This weeks incoming calls with duration over 15mins  
 Unanswered #1  
 This months unanswered calls for the Admin department  
 Unanswered #2  
 Today's unanswered calls to Personnel/Finance depts

Date	Time	Extn	Extn Name	Type	Place	Number	Place ID	Duration	Cost	Ring	Band	Rate	Carrier	Line	Did number	Met
23/12/03	10:51:00	392	Grace Holt		Kirkcaldy	01592771621		430s	0.0	18s			BT	14		0
23/12/03	10:51:00	340	Madeline Curtis					691s	0.0	2s			BT	3		0
23/12/03	10:51:00	249	Greg Howe		Weston-Super-Mare	01934515728		178s	0.0	9s			BT	5		0
23/12/03	10:51:00	219	Kevin Arnold		Vodafone	07766136655		25s	7.0	0s	fn5	Standard	BT	60		0
23/12/03	10:51:00	382	Christine Hood		Subbury	01787475671		177s	19.8	0s	national	Standard	BT	59		0
23/12/03	10:52:00	421	Paula Wilkes					13s	0.0	6s			BT	22		0
23/12/03	10:52:00	425	Lucy Melsby		Bicester	01869233414		23s	0.0	6s			BT	23		0
23/12/03	10:52:00	362	James Burley					33s	0.0	1s			BT	8		0
23/12/03	10:52:00	366	Stefan Orfan		02	07715323421		33s	0.0	4s			BT	29		0
23/12/03	10:52:00	344	Ivan Batterby					39s	0.0	8s			BT	24		0
23/12/03	10:52:00	300	Matthew Hollingworth					0s	0.0	57s			BT	20		0
23/12/03	10:52:00	354	Rob Ingle					47s	0.0	3s			BT	26		0
23/12/03	10:52:00	415	Darren Purl		Liverpool	01519315176		44s	0.0	10s			BT	28		0
23/12/03	10:52:00	431	Mike Harding		Torq	01504706621		105s	0.0	5s			BT	19		0
23/12/03	10:52:00	425	Lucy Melsby		Newport	01633670584		79s	0.0	5s			BT	21		0
23/12/03	10:52:00	436	Des Loman					84s	0.0	11s			BT	22		0
23/12/03	10:52:00	445	David Yorke		Birmingham	01217052569		95s	0.0	101s			BT	30		0
23/12/03	10:52:00	344	Ivan Batterby		Birmingham	01159845531		43s	0.0	197s			BT	25		0
23/12/03	10:52:00	448	Yvonne Palfrow		London	02088093053		143s	0.0	116s			BT	23		0
23/12/03	10:52:00	344	Ivan Batterby		Bristol	01275340914		54s	0.0	210s			BT	13		0
23/12/03	10:52:00	230	David Leighton		Bournemouth	01202706352		81s	0.0	64s			BT	1		0
23/12/03	10:52:00	417	Dave Rodsworth					117s	0.0	4s			BT	11		0
23/12/03	10:52:00	357	Jon Ashley		Nonwich	01603685499		54s	6.0	0s	national	Standard	BT	60		0
23/12/03	10:52:00	443	Carl Riley		Bradford	01274736540		293s	32.8	0s	national	Standard	BT	62		0
23/12/03	10:53:00	361	Chris Sheppard		Ludlow	01884823304		23s	0.0	5s			BT	10		0
23/12/03	10:53:00	333	Carlis Lakeman		Bolton	01204389215		34s	0.0	4s			BT	28		0
23/12/03	10:53:00	415	Darren Purl					34s	0.0	1s			BT	29		0
23/12/03	10:53:00	362	James Burley					79s	0.0	9s			BT	20		0
23/12/03	10:53:00	336	Yvonne Rodwell		Ludlow	01788119817		165s	0.0	5s			BT	8		0

# 'An easy to use system...yet incredibly powerful'

Telestat 5 is fully configurable. The system is supplied with up-to-date STD codes and charge band data. Within minutes you will have a fully operational system. You also have the flexibility to completely change the system to your requirements.



Telestat 5 is straightforward to install. Simply connect your phone system's SMDR port to your PC's serial port. You can then select your PABX type from a selection of preset systems. Any new system set-ups are created free of charge!

## What will Telestat 5 do for your organisation?



As soon as you install Telestat 5 you will be surprised at what information is provided, most customers have found immediate benefits from using the system:

"It soon became apparent that we had one person who was abusing the system, the costs of charges from their extension exceeded everybody else's' by a factor of three."

"One of the most commonly dialled numbers was our London office. We put in a tie line between the sites and made dramatic cost savings in telephone charges."

"We became aware that more customers were calling after 5pm than we had anticipated, we split the office into an early and late start to accommodate the late callers."

"One in five callers to our sales department were hanging up! Just think of all those missed sales!"

To download a demonstration copy of Telestat 5, or any other Ingenuity employee monitoring system, please visit our website at [www.ingenuity.co.uk](http://www.ingenuity.co.uk). Alternatively you can contact us by email on [telestat5@ingenuity.co.uk](mailto:telestat5@ingenuity.co.uk). Telestat 5 is compatible with Windows 2000, 2003, XP and Vista.

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