

Would you give each of your staff a company credit card?

Then why give them a telephone and not know how they're calls using it!

Report Preview

Telestat  
Call Logging System

www.ingenuity.co.uk  
Employee Monitoring Systems

**Itemised Outgoing Calls Report**

Filters set: Date/time between 06/02/2009 00:00:00 and 06/02/2009 23:59:59

Date/Time	Number	Place	Duration	Extn	Extn name	Line	Carrier	Cost
06/02/2009 09:11:00	01782655722	Stoke-on-Trent	0h 01m 47s	328	Fred Hampton	62	BT	£0.12
06/02/2009 09:13:00	01782655722	Stoke-on-Trent	0h 01m 21s	328	Fred Hampton	62	BT	£0.09
06/02/2009 09:15:00	01904692300	York	0h 00m 56s	337	Jill Jackson	62	BT	£0.06
06/02/2009 09:15:00	02082209523	London	0h 02m 45s	445	David Yorke	36	BT	£0.18
06/02/2009 09:16:00	01782655722	Stoke-on-Trent	0h 00m 29s	328	Fred Hampton	60	BT	£0.04
06/02/2009 09:16:00	01492584581	Colwyn Bay	0h 00m 26s	367	Finlay Brackman	62	BT	£0.04
06/02/2009 09:17:00	07811230333	Orange	0h 00m 02s	436	Des Lipman	62	BT	£0.04
06/02/2009 09:17:00	01253694749	Blackpool	0h 00m 50s	230	David Leighton	46	BT	£0.06
06/02/2009 09:17:00	01782655722	Stoke-on-Trent	0h 01m 28s	328	Fred Hampton	52	BT	£0.10
06/02/2009 09:17:00	01617632114	Manchester	0h 01m 32s	411	Martin Cantor	60	BT	£0.10
06/02/2009 09:18:00	01904692278	York	0h 00m 42s	310	Louise March	44	BT	£0.05
06/02/2009 09:18:00	07808929526	O2	0h 01m 11s	443	Carl Riley	36	BT	£0.19
06/02/2009 09:18:00	01173042615	Bristol	0h 01m 16s	436	Des Lipman	56	BT	£0.09
06/02/2009 09:19:00	01413048902	Glasgow	0h 01m 20s	411	Martin Cantor	45	BT	£0.09
06/02/2009 09:19:00	01415817387	Glasgow	0h 00m 13s	338	David Jackson	37	BT	£0.04
06/02/2009 09:19:00	01782655722	Stoke-on-Trent	0h 01m 42s	328	Fred Hampton	60	BT	£0.11
06/02/2009 09:19:00	2941111	Local number	0h 01m 36s	441	Malcolm Jones	40	BT	£0.05
06/02/2009 09:21:00	01924257662	Wakefield	0h 00m 50s	367	Finlay Brackman	60	BT	£0.06
06/02/2009 09:21:00	01922451707	Wolverhampton	0h 00m 25s	235	Frank Caganelli	43	BT	£0.04
06/02/2009 09:21:00	01904692278	York	0h 01m 05s	354	Rob Ingle	56	BT	£0.07
06/02/2009 09:21:00	01603685067	Norwich	0h 00m 44s	216	Chris Peters	61	BT	£0.05
06/02/2009 09:21:00	2542637	Local number	0h 00m 47s	349	Andy Whitley	58	BT	£0.04

- System runs as a service
- Built-in email client for automated and manual reports
- Multi-screen graphical displays
- Give your sales office the ACD look
- Integrated IP connectivity
- Free live trial of your telephone system data

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

Ingenuity Telestat Report Generator

File Help

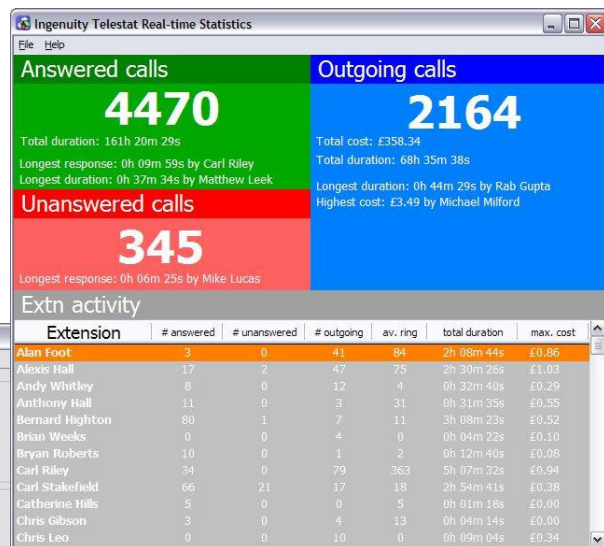
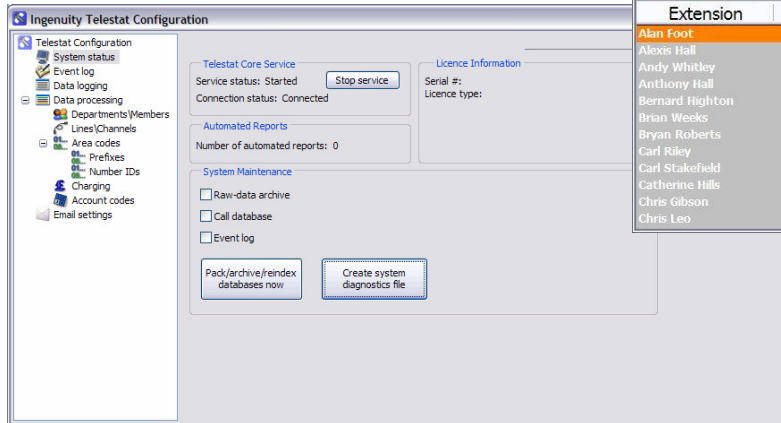
- Incoming
  - Itemised
  - Most popular CLI
- Outgoing
  - Itemised
  - Most popular numbers dialed
- Activity
  - Extension
  - Line
  - Volume/Response Graph

Name	Description
Create new report	Creates a new itemised incoming calls report
CLI #1	Today's incoming calls from 01403325301
Incoming #1	Today's incoming calls to Rab Gupta
Longest duration #1	This week's incoming calls with duration over 15mins
Unanswered #1	This month's 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
19/05/2009	19:55:00	362	James Burley	←	Dorchester	01305768238		61s	0.0p	140s	
19/05/2009	19:55:00	310	Louise March	→	Glasgow	01413084647		45s	4.2p	0s	nation
19/05/2009	19:56:00	354	Rob Ingle	←				41s	0.0p	3s	
19/05/2009	19:56:00	380	Deborah Stokes	→	Local number	2444736		107s	4.2p	0s	local
19/05/2009	19:57:00	347	Wayne Poole	←	Glasgow	01412262101		71s	0.0p	21s	
19/05/2009	19:57:00	422	Jerry Smith	←	O2	07751208083		2s	4.2p	0s	fm1
19/05/2009	19:58:00	322	Mike Lucas	←				0s	0.0p	40s	
19/05/2009	19:58:00	310	Louise March	←				42s	0.0p	4s	
19/05/2009	19:59:00	394	Christopher Freeman	←	Dorchester	01305768238		106s	0.0p	140s	
19/05/2009	20:00:00	310	Louise March	→	London	02073360967		102s	5.7p	0s	nation
19/05/2009	20:01:00	324	Darren Telford	←				32s	0.0p	3s	
19/05/2009	20:02:00	300	Matthew Hollingsworth	←				0s	0.0p	40s	

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

Telestat 6 is fully configurable. The system is supplied with up-to-date area codes and charge rate data. Within minutes you will have a fully operational system. You also have the flexibility to completely modify the system to your requirements.



Telestat 6 is very straightforward to install. Simply connect your PC to your telephone system's SMDR port (IP, serial or file). You can then select your PBX type from a selection of preset systems. Any new system set-ups are created free of charge!

## What will Telestat 6 do for your organisation?



As soon as you install Telestat 6 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 6, or any other Ingenuity employee monitoring system, please visit our website at [www.ingenuity.co.uk](http://www.ingenuity.co.uk). Alternatively you can send an email to [telestat@ingenuity.co.uk](mailto:telestat@ingenuity.co.uk). Telestat 6 is compatible with Windows 2000, 2003, XP or Vista. The system runs as a service so operates in either a server or client environment.

Ingenuity (UK) Ltd,  
Office 9, 111 Piccadilly,  
Manchester, UK. M1 2HX

+44(0)8453-883350  
+44(0)8453-883360 fax

