

UNIVERGE® SV8000 Series Communications Analyst



At a Glance

- Analyze call traffic
- Access reports from anywhere
- Measure campaign response
- Receive instant notification of emergencies and fraudulent activity
- Provide accurate billing and proof of calls

Overview

As a part of NEC's UNIVERGE®360 approach to unifying business communications, the UNIVERGE SV8000 Series Communications Analyst provides an easy-to-use, graphically-oriented software package that captures, monitors and analyzes phone calls and trunk usage for single or multiple locations. It provides the productivity measurement, cost management, toll fraud monitoring and billing creation functions required to get a clear picture of voice and network activity on converged communication platforms such as VoIP, hosted PBXs and hybrid telephone systems. This information can improve your company's level of service and increase your Return on Investment (ROI).

Because it is a scalable solution with uncomplicated licensing requirements and easily-implemented upgrades, it can grow as your business grows – and its enterprise-level database standards ensure that your company will never outgrow it. Its data can be centralized and made easily accessible from multiple phone systems and locations across the network. Communications Analyst even integrates seamlessly with most Property Management Systems (PMS). Those in the hospitality industry will find its customer billing features especially useful.

Solution

Analyze Call Traffic

Use Communications Analyst's Traffic Analysis features to reduce costs and increase revenue by enabling your business to efficiently allocate resources, eliminate excess trunk capacity and increase productivity. Traffic Analysis provides the ability to:

- Document and understand trunk usage
- Track incoming and outgoing trunk calls in real-time
- Access information that provides a clear understanding of telecom infrastructure use
- Demonstrate the outcome of adding and removing trunks on the system through its provided "What If?" analysis

- Optimize trunk usage
- Eliminate unused capacity
- Maximize efficiency

An additional feature enables users to monitor employee productivity by viewing and analyzing call activity. Problem areas can be quickly identified and addressed with training geared to correct specific inefficiencies.

Access Reports from Anywhere

Web reporting enables users to access reporting data from anywhere via a web browser and internet access. Managers can monitor agent productivity and make adjustments to increase profitability even while they are away from the office. Communications Analyst can automatically e-mail daily call reports to representatives about each department's performance against its goals.

Measure Campaign Response

Campaign Manager tracks and measures response to specific campaigns by associating their performance with specified call traffic. It provides information about the number of calls a campaign generates and helps companies optimize their marketing budgets. This functionality offers critical help to retail, real estate and other businesses that run marketing campaigns.

Receive Instant Notification of Emergencies and Fraudulent Activity

Communications Analyst offers its users increased security features. Security Alert detects defined emergencies and/or fraudulent calling patterns and generates alerts via email, pager or screen pop when the defined criteria are met. This level of security prevents phone abuse and unauthorized calls while helping maintain a safe environment.

With its seamless integration with NEC's E911 Security Notification, Communications Analyst also provides comprehensive reporting of 911 calls. Details of 911 calls are managed and stored for future reference. Whether for use by security departments for analyzing response times or studying the effectiveness of a business's emergency response plans, a historical record documenting each 911 call and associated details are critical to any business.

Provide Accurate Billing and Proof of Calls

Client Matter can help your business ensure that precise customer billing is provided and that proof is retained of all calls billed. Contacts can be imported or exported between email programs and Communications Analyst, and hourly billing rates can be associated with those contacts.

This feature associates group contacts with specific projects, then generates billing reports for all associated project calls made to and from the grouped contacts.

Available Reports

Type	Title
Date and Time:	Detailed Calling by Day Summary Calling by Day Summary Calling by Day-of-week by Day Summary Calling by Hour-of-day by Day Summary Calling by Hour-of-day by Day-of-week Summary Calling by Half-hour by Day-of-week Line Usage by Hour-of-day by Day-of-week Line Usage by Minute-of-day by Day-of-week
Line and Extension:	Detailed Calling by Extensions Summary Calling by Extensions Detailed Calling by Lines Summary Calling by Lines Detailed Calling Cost by Extensions Detailed Calling with Location and Contact name Detailed Calling with Location and Caller ID/Line Name Summary of Call Distribution by Extensions Summary Calling by Extensions by Day-of-week Summary Calling by Extensions by Hour-of-day Summary Calling by Hour-of-day by Extensions
Account Codes:	Detailed Calling by Account Codes Summary Calling by Account Codes Summary Calling by Account Code by Calls Summary Calling by Account Code by Duration
Frequency and Duration:	Most Frequently Called Numbers Longest Called Numbers Most Expensive Calls Summary Short Calls by Lines
Trunk Type and Carrier:	Summary Calling by Carrier by Day
Geographic:	Detailed Calling by Area Codes Summary Calling by Area Codes Detailed Calling by Country Codes Summary Calling by Country Codes Detailed Calling by Country Codes by Extensions Detailed Calling by Area Code by Day Detailed Calling by Country Code by Extension Groups
Other:	Contact List Detailed Call List Unassigned Phone Numbers
Contact:	Time Billing by Contact Time Billing for All Contacts Detailed Calling by Contacts Detailed Calling Cost by Contacts by Country Code Summary Calling by Contacts Detailed Calling by Company Detailed Calling Cost by Company by Country Code Summary Calling by Company
Zone:	Detailed Calling by Zones Summary Calling by Zones
Client Matter:	Time Billing for Client Matters Detailed Calling by Client Matters Summary Calling by Client Matters
Advanced Reports – ANI & DNIS:	Summary Call View by ANI by Day Summary Call View by DNIS by Day Summary Call View by DNIS

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