

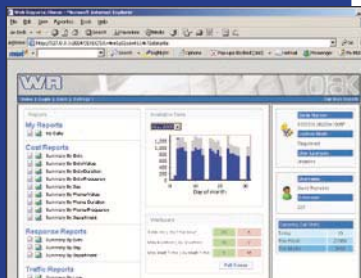


Call Management is the most cost effective business system that any company can buy today. Through cost savings on telephone calls, improved customer service, and more effective telephone usage **aioffice** can show return on investment within three months.

No business should be without one. Since 1992 the Advance name has been synonymous with excellence in Call Management and, with tens of thousands of systems installed worldwide, continues to be the de facto choice for businesses. **aioffice** continues the tradition of excellence with a host of new features that enable the customer to get the most from their telephone system, to continually improve customer service, to keep call and telephone costs under control and to maximise the efficiency of telephone usage throughout the organisation. **aioffice** allows for the automation of most tasks thus minimising the management overhead but maximising its effective usage in every organisation.

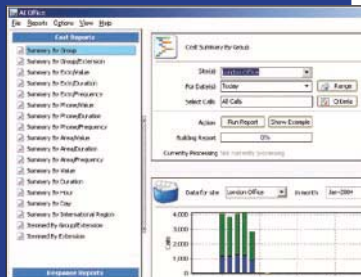
## User friendly web interface

Features include unlimited user configuration, a comprehensive range of graphical reports, user definable filters and live presentation of call statistics.



## Simple to run software

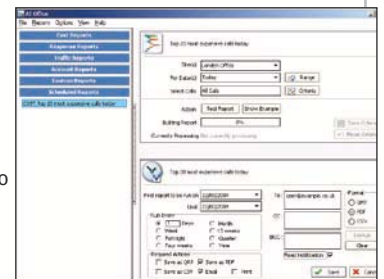
The full range of reporting tools are easy to set up and run with minimal training. Reports can include live data with a range of formats available for exceptional call notification alarms.\*



\* subject to smdr output from switch

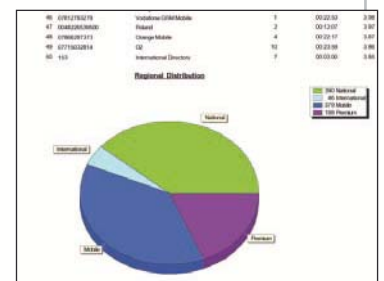
## Report customisation & automatic delivery

A full range of selection and sort criteria are available for each report, allowing the user to tailor reports to corporate or individual needs. Once configured a report can be set to run automatically at predefined intervals and delivered to each user by email.



## Full range of report information & formats

A comprehensive range of Cost, Response, Traffic and Account Code reports can be viewed in either Summary, Itemised Calls, or Departmental/Group formats. Easy to read, clear and concise they also have a graphical display option.





# Call Management is the most cost effective business system **that any company can buy today.**

## Management Features

- Modern and intuitive user interface
- Remote access using the user friendly web interface with standalone web server for simple installation
- Comprehensive range of reports including Cost, Response, Traffic, and Account Codes in PDF, HTML, CSV and print formats
- Large range of selection criteria to allow reports to be customised to meet individual or corporate needs
- Powerful report scheduler that allows the automated delivery of reports by email to selected users
- Real time monitor that displays calls in itemised and graphical format
- Exceptional calls alarm system identifies and sends notification via screen popup, email or SMS to highlight call\*

*\*subject to smdr output from switch*

- Collection of CILE/SMDR information by IP across your LAN, serial connection to traditional switches, by CSV import or by ODBC connection to a switch call database
- Full range of Carrier Costing Tables with regular updates
- All reports can be previewed on screen with zoom and page search facilities allowing a quick review of the largest of reports
- Each extension can be named and placed into Departments/Groups. Groups can then become part of other Groups to create a Group Hierarchy. Reports can then be chosen which use the Group Hierarchy to present Summary or Itemised Call information
- Account Reports allow for Call Cost Uplift and Professional Charges
- Full Help Desk support, with the option of 24-hour cover on request
- Full installation package included
- Compatible with Windows XP Pro, Windows 2000, 2003 and Vista

For detailed technical specification, please visit our website at [www.oak.co.uk](http://www.oak.co.uk)

## User Features

- **Full Installation Package** – including project management, installation at customer site on customer supplied PC, user training, printed user manual, our comprehensive Level 3 Service Package including telephone support, and additional user training on Oak scheduled courses.
- **Software Only Package** – available from Oak authorised resellers with a comprehensive Level 3 Service package and full training.

**OAK TELECOM LTD**  
7 ALBANY PARK  
CABOT LANE  
POOLE BH17 7BX  
T 0800 9889 625  
F 0800 9889 626  
E [sales@oak.co.uk](mailto:sales@oak.co.uk)

