

callista

multifunctional

vital statistics



How long do you think your business would last without a phone system? Not long. And yet so many businesses take this vital business asset for granted. You'll probably have a very clear picture of your overheads from payroll to the power bill - but do you know or understand how your phone system is working for you — or how much it's really costing you? When times get tough (and even when they aren't) every cent and knowing where it's being spent and by whom is critical.

Callista Multifunctional is a valuable management tool to help you manage your phone system — and your business — from staff/customer/sales management to call cost analysis and call carrier management — and it provides all of this information at a glance.

Ask yourself this . . .

- From a sales point of view, do you know how many calls you're receiving from your suppliers/resellers and how that equates to sales ?
- From a support point of view, do you know how many times your customers are calling you and if this is more or less than expected ? If it's more, can you use this information to up-sell customers into more training ?
- Do you really know who's calling you and how often ? And do you know how often your staff is making calls and to whom and does this generate business for your business ?
- How do you know how accurate your telephone account is ?

Callista Multifunctional will provide answers to all these questions, providing you with total control of your business in the good times and the bad.

IN BRIEF

- Allocate call costs to employees, divisions, departments, tenants, clients, customers, projects and matters
- Track cellular trunk usage & pricing
- Track high-speed internet usage ²
- Add margins to calls for efficient cost recovery
- Analyse the cost of calling mobile phones
- Analyse the cost of providing support to customers
- Protect your business from phone abuse
- Monitor phone hackers (phreakers)
- Determine the number of trunks (exchange lines) required
- Analyse phone answer response times
- Locate peak calling times during the business week
- Follow up lost calls ¹
- Customise your call pricing plan
- Automatic phone number recognition by company or client
- Account code/PIN support by employee, department or client/matter
- Powerful reporting features with sophisticated filtering to produce only the information you want to see
- Automatic report scheduling
- Find out how often specific numbers are calling you ¹
- Find out how often specific numbers are being called ¹
- Find out your business growth source based on who is calling you ¹
- Find out if your voicemail/auto-attendant is performing correctly ³
- Integrated User Guide

¹ Requires CLI & your PABX must support this feature

² Requires CIBI & internet billing device

³ PABX dependent

ask us

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performance.
professionalism.
profitability.

FEATURES

- Easy-to-use, intuitive interface, easy access to all options from button or tree menu for both novice and advanced users
- All options available from within Callista utilising common toolbars and interfaces
- Complete, integrated user guide
- Report images and descriptions integrated into menu for easy identification of report data
- Reports provide powerful filtering options to produce exactly the data you want to see
- True 32-bit system for Windows 2000 / XP Pro / 2003 / Vista / Win 7 with robust, highest quality data communications
- Data communications diagnostics and monitors facilitate speedy installation and ensure communications with PABX are secure and are easily supported
- Log calls via LAN, serial port or to a file ¹
- Track and bill high-speed internet usage ²
- Real-time call data archiving even across networks with automatic fall back/roll forward recovery to ensure total data archive integrity
- Automated nightly back-up for complete data security
- Fast ,on-line access to Callista Support Centres providing both chat and remote control for ultimate assistance
- Schedule reports to automatically, print, export or e-mail. E-mailed reports can be either HTML or PDF format to fully preserve layout and graphics
- Export data to a wide range of standard format including PDF, Word, Excel, XML, HTML.
- Integrated industry-standard zip/unzip of archived calls and backups to eliminate the need for any other zipping applications or additional licensing
- Integrated e-mail to Callista support centres including automatic attachment of zipped call data for fast diagnostics and support
- Web-based automatic or manual updates to the software, PABX interfaces, reports, user guide and carrier pricing tables
- Support for an unlimited number of extensions, employees, departments, divisions and clients/projects
- Powerful PIN support for clients, matters, employees or any combination of these
- Multiple pricing margin tables for adding surcharges to calls for client billing
- Shipped with complete major carrier pricing tables, fully supporting per second billing and national/international exchange names and numbers
- Fully featured customized pricing to allow customers to configure their own negotiated rates with each carrier either as a discount from standard

