

Sales Information

KEY FEATURES

- High impact screen graphics focus on key areas of telephone system & call handling performance. For example, all missed calls are listed separately for priority action.
- Comprehensive statistical data is presented in a wide range of standard or custom reports, which enable in-depth investigation of every aspect of telephone performance.
- Non-telephone data can be incorporated into displays, while the included Wallboard can display this and team or individual statistics for real time motivation.
- Real Time* display of extension status, e.g., off-hook or calls in queue.
- “Hot-desk” staff can be identified with a specific extension when they log-onto the associated PC.
- Automatic calculation / allocation of call charges
- Alarms guard against abuse of the telephone system, for example unauthorised calls. Alarms can be configured to operate by exception – saving valuable management time.
- Call Manager can be configured across multiple sites with many users and a mix of telephone systems.
- Modern intuitive interface with centralised configuration makes KSS Call Manager fast and easy to install. Integration is seamless with other KSS applications for example, Call Control and Call Recorder and it is suitable for a wide range of telephone systems.

TARGET MARKET

Call Manager is scalable to small and medium sized organisations but also incorporates a number of features often found in applications aimed at high end companies and call centres.

- **Essentials** is ideal for small organisations providing them with simple but valuable information and reports, which enable them to improve cost control and to identify opportunities for productivity improvements.

- **Professional** provides a vast array of additional information which can be displayed on screen or Wallboard and output in over 200 reports. This is invaluable because the detailed information about system use is often the key to significant cost savings and increases in performance. As a result the Return on Investment can be measured in weeks not years.
- **RT*** adds an extra dimension to Professional with real time views of extension status, call queues & DDIs. Well suited to busy organisations of any size where this type of information is essential for managing call handling performance.

CUSTOMER NEEDS

You wouldn't drive a car without a dashboard, so why try to manage telephone costs and performance without similar information. Time is a valuable resource for business so solutions are needed which can:

- Provide detailed information and analytical tools to pinpoint performance issues quickly, - identifying cost savings and opportunities for improved performance.
- Support a “management by exception” approach, which helps busy managers save time by anticipating problems.
- Save time and effort in streamlining call handling and make it more professional.
- Motivate telesales and other customer-facing staff and help make them more productive.

PRODUCT SOLUTIONS

- **Comprehensive reports:** Pre-defined reports make it easy to identify opportunities for performance improvement. These can be scheduled to run automatically and output in a variety of formats including e-mail. Reports can be customised to focus on the fine detail that's required for in-depth analysis.
- **Meaningful displays:** See what's happening at a glance with dynamic displays that add impact to essential statistics like missed calls, then return these quickly by clicking on the number from the on-screen list. Displays can be customised to suit individual needs.

K|S|S CALL MANAGER

For example, highlighting changing levels of customer service between different teams.

- **Anticipate problems:** Alerts are triggered when exceptions occur to the operational standards set by the organisation. This means busy managers can decide who needs to be involved to handle a problem and at what stage, saving time and effort.
- **Big screen motivation:** Statistics and other information can be fed to a wall mounted display. For example, on-screen league tables designed to promote competition and raise productivity. Other non-telephone data can also be viewed, for example, the value of orders taken or live feeds from the internet.
- **Real time information:** See the exact status of individual extensions immediately, free, off-hook or busy, seeing exactly what's happening at any point in time.
RT technology* also enhances call statistics with details of calls held in queue and time taken to answer, which are essential to address potential service issues.

POTENTIAL OBJECTIONS

- **Price:** The price of KSS Call Manager is usually recouped within weeks as a result of the immediate cost savings that most organisations identify. However, the return on investment increases significantly over time as enhanced customer service and gains in productivity impact on customer relations and profitability.
- **We can't see the point:** Many customers probably think that until they actually experience the difference Call Manager makes to their business. Some will discover things they never even realised, for example, that they don't have sufficient line capacity or staff to handle calls at busy times, which soon translates into lost sales and customers.

SALES VALUE

- **Increase sales & margins:** KSS Call Manager extends the value the customer gets from the telephone system, offering measurable gains in performance and a faster return on investment. This protects your overall margin on system sales.
- **Generate more leads:** KSS Call Manager offers every customer-facing organisation real benefits. Simple solutions to key issues like customer service, sales performance and productivity will be of real interest to busy managers. This helps you generate new business.
- **Proven & well supported:** KSS Call Manager has a proven track record with organisations of all types and sizes and is employed on many different types of telephone system. All KSS applications can be integrated seamlessly increasing your sales opportunities.
- **Locks your customers in:** Customer loyalty relies on suppliers working harder to deliver solutions with high business value. KSS applications add significant value not just to new system sales but as stand alone or retro-fit options on existing telephone systems.

*Call Manager RT: Requires third party TAPI driver support from the telephone system

