

mayflower connect™

makingtherightconnections

next-generation call logging with advanced network extensions

It's a Windows application and a web service

See your calls as they happen

Create fully customised phone bills

Fully-clickable drill-down reporting

Live wallboard type statistics

Easy Windows Explorer-type config screens

Absolutely no size limits

Supports multiple sites

Report : Call Geography
 Report Date: 16 November 2001 16:15:08
 Covering Period: 01 October 2001 to 31 October 2001

Amount of Calls **Legend** **Cost of Calls**

- International
- National calls
- Personal / Mobile
- Special Rate / Free
- Premium Rate
- Local calls

Destination	Number of calls	% of all calls	Average Duration	Total Duration	Average Cost	Total Cost	% of total cost
International	6	1%	00:02:26	00:14:33	£ 1.36	£ 8.18	9%
National calls	324	79%	00:02:47	15:01:56	£ 0.18	£ 58.14	66%
Personal / Mobile	47	11%	00:02:03	01:36:26	£ 0.44	£ 20.49	23%

Report : Trunks Busy Analysis
 Report Date: [blank]
 Covering Period: [blank]
 Weekend Call Data: [blank]

Time Slot: 0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 Hours

Time Slot	Outgoing Busy			Incoming Busy			Total Busy	
	Max	Ave	Duration	Max	Ave	Duration	Max	Ave
00:00 - 00:29	0	0	00:00:00	3	1	00:07:21	3	0
00:30 - 00:59	0	0	00:00:00	3	1	00:05:50	3	0
01:00 - 01:29	0	0	00:00:00	1	1	00:02:26	1	0
01:30 - 01:59	0	0	00:00:00	1	0	00:00:40	1	0
02:00 - 02:29	0	0	00:00:00	2	1	00:07:48	2	0
02:30 - 02:59	0	0	00:00:00	2	1	00:12:00	2	0

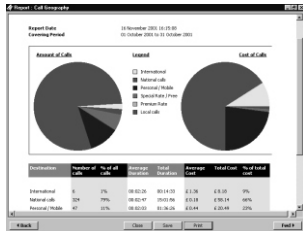
Extensions Setup

Account	Tariff	Duration	Cost (U)
328	BT	00:02:21	—
BT	BT	00:00:14	£ 0.554
BT	BT	00:00:23	—
BT	BT	00:00:43	—
BT	BT	00:00:39	—
328	BT	00:00:13	£ 0.554
BT	BT	00:00:47	—
BT	BT	00:00:29	—
BT	BT	00:00:19	—
BT	BT	00:02:46	—
BT	BT	00:00:03	—
BT	BT	00:15:44	£ 1.059
BT	BT	00:04:03	—
BT	BT	00:01:17	—
BT	BT	00:01:32	—
BT	BT	00:00:21	—
BT	BT	00:01:05	—
BT	BT	00:01:02	—
BT	BT	00:01:07	—
BT	BT	00:00:15	—
BT	BT	00:00:49	—
BT	BT	00:00:47	—
BT	BT	00:00:58	—
BT	BT	00:00:22	£ 0.842
BT	BT	00:00:10	—
BT	BT	00:00:29	—

Mayflower Connect™ is an easy-to-use yet powerful Windows-based application that takes live data given out by your phone system about all of your company's telephone calls - both inbound and out. A whole range of management information reports can be produced from this data, as well as other powerful features you won't find in other call logging systems.

Control Costs

It gives department managers the information they need to control their own budgets for telephone costs. Just knowing the system is in place can reduce general telephone abuse, allowing significant savings.



Improve Service

It identifies when and where your calls are being lost. Lost calls mean lost business, and customer dissatisfaction. It also monitors your line usage. Do you have enough lines? Do you have too many? Use Mayflower Connect™ to scrutinise your telephone traffic and optimise your lines.

Flexible

You can use Mayflower Connect™ both locally using its simple Windows Explorer-style interface, and remotely using any web browser, to produce reports, edit your configuration, or to see live dashboard-type statistics.

Fast and accurate

Mayflower Connect™ retrieves information in seconds and, using a lightning-fast and flexible costing algorithm, allows stats to be produced on a live basis.

Management Information Reports

Mayflower Connect™ produces a number of highly flexible reports, available on-demand at the host PC, or through a standard web browser. They can also be sent to a printer or by e-mail on a regular basis, every hour, day, week or month. Some of the reports are described here.

Billing Reports for when you need to produce a telephone bill for a client or group of clients, for example in a business centre, a hospital, hotel or between your company's departments. The flexible HTML reports that the system produces can be completely customised, to include your company logo, billing contact information - indeed, anything that you can write in HTML.

Organisation Drill Down A simple, fully-clickable report which starts with a complete summary of all extension groups' activity along with totals. By just clicking on a group you're interested in, the report zooms in to show the same summary information for each individual

extension in that group. Zoom in further by clicking on a particular extension, and the report will show you a detailed log of all activity on that extension. An added bonus of this report is its ability to identify calls on extensions that you might not even know existed before!

Trunks Busy This breaks down each business day into half-hour periods, showing the maximum and average number of telephone lines in use during any particular half-hour. You can choose to exclude weekends, when perhaps not many calls are being made or received, so as not to distort averages. You can also choose to concentrate on only incoming or only outgoing calls.

Call Geography Includes graphical pie charts and a detailed table with complete information about where you make your calls to: local, national, international, mobile, etc. Each segment is shown as a percentage of the number of calls, and again to show how much of the cost is made up of those types of calls. This quickly enables you to see how just a handful of calls may account for a lion's share of your costs!

Top Calls Quickly identify your top calls in terms of cost or duration. This is most useful for uncovering abuse or for identifying expensive types of calls, for example calls to Directory Enquiries, mobiles, premium rate numbers etc.

Incoming Call Analysis Breaks down your working day into half-hour segments and reveals important information about your incoming calls. See calls that are answered and abandoned, how long it takes you to answer them, or how long people are waiting before they give up and abandon the call. These

figures are shown as maximum and averages so you can more effectively plan your staffing requirements throughout each day.

Target Response Quickly assess how well a group of extensions (or your whole organisation) is answering incoming calls within a pre-determined target. It provides a line by line summary of each day along with a visual indicator showing the percentage of incoming calls answered within and outside your target.

Custom Report An extremely flexible report, for those who feel they want more information than is provided by the in-built reports; you can specify exactly what search terms you want to look for including Caller ID, and LCR calls.

Frequently-Asked Questions

How fast is Mayflower Connect™?

Mayflower Connect™ can process thousands of telephone calls per hour, and is used by some of the world's largest corporations, where the ability to churn out reports day in, day out, is paramount.

How many call records can it store?

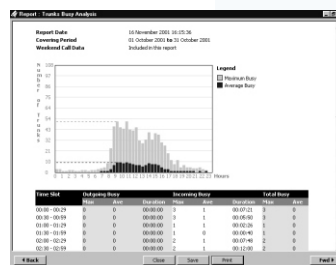
For a medium-sized organisation, the software can comfortably store call records over a year old in its live database. At any time, though, you can archive data out of the live database and into storage, to be imported and inspected many years later.

How many lines and extensions can Mayflower Connect™ support?

It functions just the same on a 10-extension system as it does on a 10,000-extension system! No upgrade is required if you install more extensions, so you needn't worry about expansion costs when you grow. This naturally applies to the number of telephone lines too.

How quickly can I get information on calls that have just happened?

As soon as a call has finished, within seconds it will have been properly processed and safely stored in the central database, allowing immediate access from the reports. Furthermore, any calls meeting user-defined criteria can be set to start an audible alarm, or their details sent by e-mail instantly.



I have several sites, each with their own telephone system. How can I access this information in one place?

Mayflower Connect™ is built around a multi-site database. So, whether you have a single PABX or a handful of them, all of your reports can focus on any of your sites - or all of them! Sites can be connected to the central server directly by serial cable, or over a TCP/IP network using the integrated NetPBX tool.

How safe is the internal web server?

You can allow users to access only information in their own department, or allow full access to designated 'super users'. The whole suite is protected using HTTP authentication at the web browser, but backed up by a powerful socket-level IP filter. Couple these, and your existing network security arrangements, and you can be sure that nobody who shouldn't, will be able to see your valuable call information.

Can the system tell me if I have enough lines?

Yes. The Trunks Busy report shows how busy your system gets throughout each day. It also advises you how long it takes to answer calls, through its Incoming Call Analysis Report. These help in making decisions about cutting off redundant lines, or getting new ones installed to stop callers getting busy tone.

