

Solution Highlights

PhonEX ONE

Call Management Solution



MIND's Call Management Solution - PhonEX ONE

PhonEX ONE is a comprehensive, flexible and fully web-based solution for call management and control. It provides intelligent tracking of all traditional and VoIP calls, cellular activity, and data traffic.

PhonEX ONE is scalable from a single site to monitoring call traffic in multinational organizations, as it can easily be adjusted to local languages and currencies. PhonEX ONE offers powerful reports in a system that runs itself, ensuring a quick return on investment and long-term usage.

PhonEX ONE helps enterprises to reduce operational costs, improve employee productivity, monitor network activity, report usage trends and statistics, and optimize network resources.

PhonEX ONE Functionalities

Reports

PhonEX ONE offers a series of advanced features that facilitate report production and viewing. PhonEX ONE produces quick and clear reports on almost every aspect of the communications system and time resolution, tailored to suit individual needs.

All reports can be, automatically or manually, delivered via email, saved to file or printed. Reports can be generated in several formats such as MS Word, MS Excel, HTML, CSV and PDF.

PhonEX ONE reports can be produced for any hierarchical level of the enterprise and can be presented in detailed tabular form with summary and graphical options.

Query Generator

PhonEX ONE system's query is a fast and powerful feature which enables unlimited number of custom reports with exactly the information required. A query form helps users select, sort and summarize data and also format reports.

Traffic Reports

Traffic reports are used to monitor and analyze loads, utilize and optimize bandwidth and make decisions on required or redundant network resources using four different types of reports: Daily, Peak, Average and Sizing.

Dashboard

The PhonEX ONE Dashboard tool helps administrators get a quick and relevant image of the general system activity related to calls. The Dashboard can quickly provide - through its graphical and non-graphical monitors - a snapshot over the outgoing and incoming calls, as well as several top reports about the most Recent Calls, Extensive Talkers, Expensive Calls, Frequent Destinations, Frequent Callers, Expensive Talkers and Expensive Destinations.

Near Real Time Monitoring

PhonEX ONE Guard module enables real time monitoring of network usage. This ensures optimizing performance and is critical to eliminate the costs incurred from fraudulent phone usage. It is a powerful fraud detection tool which enables the detection of misuse, abuse or fraud in the network.

Alerts

PhonEX ONE Alerter module is designed to track and respond to pre-defined events and problems that occur in the network. Alerter ensures that system administrators and users always know of the problems and events in real-time, so appropriate actions can be taken.



PhonEX ONE Advantages

Fully Web-based Solution

PhonEX ONE is a true web-based call management solution that enables managers and users to conveniently configure, administer rate and access their telecommunication system at anytime and from anywhere. PhonEX ONE includes policy rights, allowing managers to run company wide, location, department and personal reports.

User Centric

As companies migrate to unified communication solutions where every employee becomes the end point for all resources, devices and services, PhonEX ONE can monitor and measure each of employee's communications devices including cellular phone, sip device, soft phone, video calls, conferencing and wireless devices in one report. User centric means that one report can be used to monitor an individual's activity regardless of device and service.



Modular Architecture

PhonEX ONE's scalable and modular architecture, its flexible configuration and operating platform options allow completely customized solutions to meet the unique needs of any customer. Modularity enables further configuration even while the system is running, without interrupting traffic. PhonEX ONE's scalable system architecture supports an unlimited number of sites, hierarchies and extensions.

Certification Against Latest PBX Versions

PhonEX ONE is a PBX independent platform, integrating with various network communication equipment including IP PBXs, hybrid systems and traditional PBXs. It is also capable of working with numerous other system elements such as Gateways, Gatekeepers and Routers.

PhonEX ONE is certified against the latest versions of PBXs as Cisco UCM, Avaya CM, 3COM VCX, Siemens HiPath and BT ITS.



PhonEX ONE Additional Capabilities

- Database structure based on Microsoft SQL database
- ASP.NET technology adjustable to company security policies
- Event log for auditing and tracking system behavior
- Automated synchronization with Active Directory and fully LDAP compliant
- Multiple Profit & Loss units worldwide for large organizations
- "What-if" reports to analyze and compare alternate carriers for all CDR's
- Multilingual, multicurrency and multi CDR capability
- Monitors call Quality of Service

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