

PhonEX™ ONE

Retail

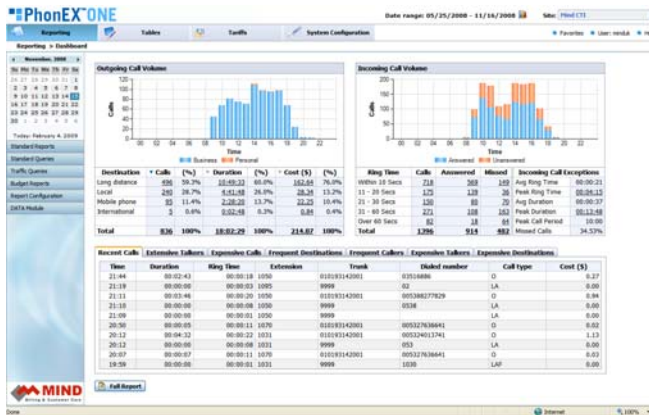
PhonEX™ ONE enables companies to reduce costs and improve productivity through monitoring and reporting of their telecommunication environment. It is user centric, making it a central point to manage usage of UC with the added ability to track multiple CDR sources such as: mobile (cellular) phone usage, mobility systems, PDA devices, teleconferencing, TelePresence, SIP appliances, gateways, routers and more.

KEY FEATURES

- Dashboard User Interface
- Web Based
- Centralised Solution
- 'Set and Forget' Reporting
- Query Reports
- VoIP QOS (MOS) Reports
- Real Time Alerts
- Call Budget & Barring Module
- Multiple CDR Sources
- Multi Lingual
- Multi Currency
- Multi Tariff

MIND CTI Ltd.

Founded in 1995, MIND CTI Ltd is a public company (NASDAQ: MINDO) a leading global provider of Call Accounting solutions with an installed base in excess of 20,000 in 45 countries.



The web-based, dashboard-style interface allows easy access, which is both secure and user relevant. Its powerful query tool ensures that only the required information is displayed in reports which can be automatically produced and distributed or generated on an ad hoc basis. Click through and drill down reporting further enhances the solution by reducing the time taken to create reports. PhonEX ONE is designed to reduce communications costs by up to 30%*, improve customer service, optimize network activity, and guard against internal and external fraudulent abuse, including toll fraud.

The automated reporting capability of PhonEX ONE ensures that accurate, relevant reports are delivered to business heads in a timely manner, typically via email.

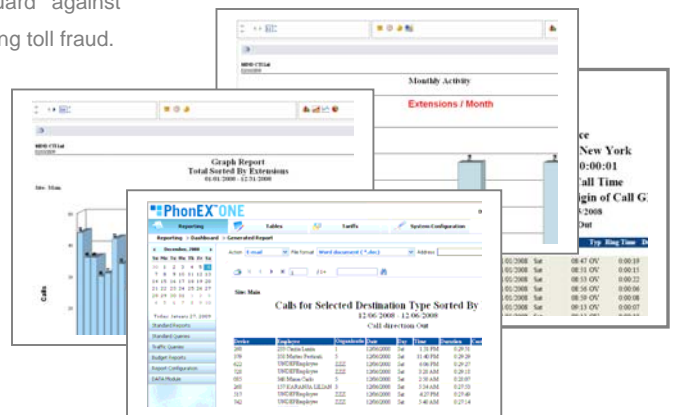
* Recent Gartner Report



Within retail organisations, each call received is an opportunity to win or lose a customer. By deploying PhonEX ONE, an improvement in customer satisfaction is achieved by notifying outlets of abandoned calls and long ring and hold times call flows can then be redesigned to ensure each call is answered in a timely manner by the correct person.

Accurate costs can be distributed to the appropriate cost centers and employees protected from malicious calls and information leakage via granular reports, ensuring that calls through the network are tracked by time of day, number called, and extension / employee.

Reports can also show unused extensions and trunk usage, assisting in network optimisation and design which leads to a reduction in the overall cost of ownership.



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