

## Vision Business Management



**SpliceCom**

The right choice for voice

## Business Planning

In order to survive and prosper in today's ultra competitive marketplace successful businesses learn from the past, focus on the present and plan for the future. In order to do so Directors, Managers and Key Employees need easy access to the historical and current information that enables them to make truly informed decisions some of which are instant e.g. returning Abandoned Calls that day or how best to take their company forward; improving the way they operate and the manner in which they deal with their existing and prospective customers, partners and suppliers. A clear company-wide view of business that allows levels of responsiveness to be ramped-up and competitive advantage gained.



### Learn from the past, focus on the present, plan for the future

By taking the separate elements of Business Telephony, Call Management, Call Recording and Real-Time Wallboards/Dashboards and melding them into a one seamless system, SpliceCom have delivered an application suite that provides a unique solution to real business problems – one where the whole is far greater than the sum of the individual parts.

Where as Call Management has traditionally focussed on out-bound calls and billing, real-time wallboards tend to be used to highlight in-bound performance. Combining these two with Call Recording allows a company-wide view of business performance to be delivered – historical yet at the same time up-to-the-minute in real-time. And being web based, Vision delivers this business-critical information to those that need it, wherever they might be; via their PC or Laptop at their desk, their SmartPhone whilst they're away from the office, their iPad or tablet in the boardroom, or shared with the team on a big screen or monitor. Delivering this critical information, independent of time, location and device, allows organisations to identify issues and rectify them before they become business-impacting problems.

## Vision Business Management

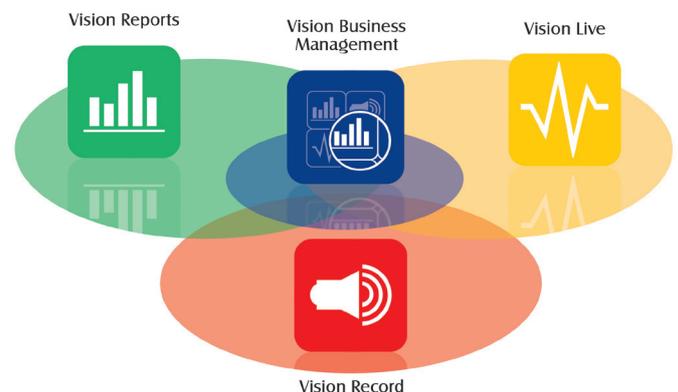
The Vision suite of apps offers Companies a true business tool that can be used to increase sales, improve Customer Service and identify opportunities for new services and products, in addition to managing and controlling costs from both infrastructure and staff perspectives. Where as other manufacturers rely on "bolt-on" third party applications to deliver features such as call reporting and call recording, which inevitably leads to dealing with multiple vendors, the Vision Business Management application suite is 100% developed, delivered and supported by SpliceCom, guaranteeing interoperability and enhancing the overall user experience.

SpliceCom's Vision Business Management suite runs under Linux or Mac OS X, either natively or in a virtualised server environment (VMware or Microsoft Hyper-V). This allows a single computing platform to support both applications in instances where Vision is deployed alongside SpliceCom's extensive range of Soft PBXs, providing an unparalleled Return on Investment and the lowest Cost of Ownership in the industry.

Technical Support or Sales Order Processing, Customer Services or Accounts, Help Desk or Telesales, whatever area of the business needs to be focused on Vision has the answers. Are we meeting our service levels on the Help Desk? How many callers who abandoned their calls haven't been rung back yet? Are customers held in a queue longer than necessary because there is insufficient resource to handle all of the auto attendant calls? These and many more questions can be effortlessly answered by Vision.

Few organisations even begin to harness the true power of their telephone system. Because they've both been developed in-house by SpliceCom, the combination of Maximiser OS voice platforms and Vision delivers on this promise, all day – every day, allowing directors, managers and key employees to really understand how their business is performing.

### Vision Business Management – helping you to identify issues and rectify them before they become business-impacting problems





## Vision Reports

Vision Reports provides an in-depth, company-wide view of how your business is performing, when you want it, where you want it and how you want it. The 31 standard Vision reports can be accessed through a standard web browser from anywhere at any time and printed off or saved in CSV format if required. If you're already using Crystal Reports within your organisation, Vision's built-in support for SAP's market leading app allows you to create any report you could possibly dream of.

### Manual or Automatic Reporting

For the ultimate in flexibility, reports can be generated manually, as and when required, or scheduled for delivery by email to individuals or groups by time and date. You can even build your own reporting groups.

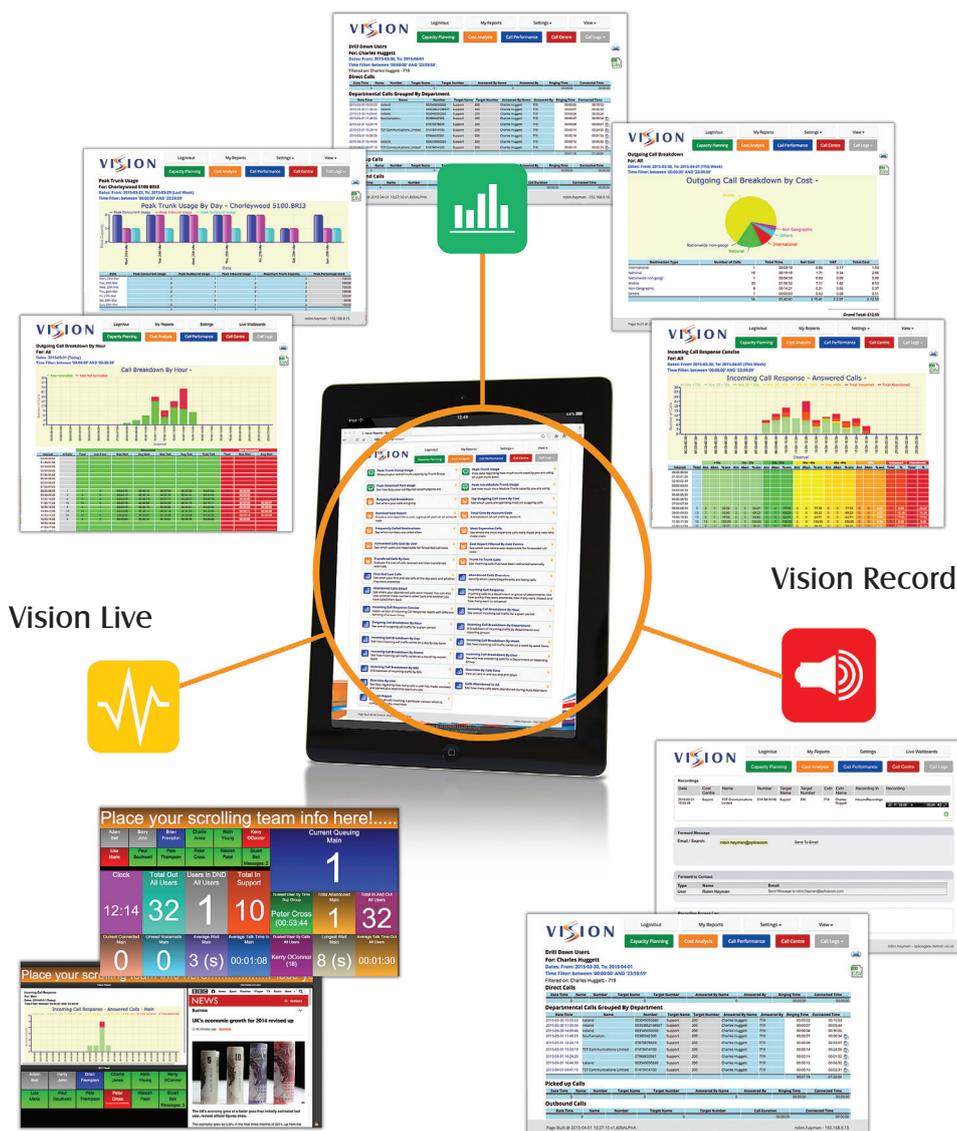
### Security and Peace of Mind

In-built Toll Fraud Detection allows email alerts to be generated and/or trunk lines closed down automatically when abnormal call lengths/charges are detected.

### Features

- Historical call management reports
- Browser based, for viewing anytime, anywhere, on anything
- User permission based access
- 31 Standard Reports
- Cost Analysis
- Performance Management
- Capacity Planning
- Scheduled Email Reporting
- Call Alarms (Fraud Alert)
- Integration with SAP Crystal Reports

## Vision Reports



Vision Reports delivers easy to understand historical reports allowing you to control your costs, improve performance and plan for the future.

## Standard Reports

### Cost Analysis Reports

- Outgoing Call Breakdown
- Top Outgoing Call Users By Cost
- Itemised Cost Report
- Total Cost By Account Code
- Frequently Called Destinations
- Most Expensive Calls
- Forwarded Call Cost By User
- Cost Report Filtered By Cost Centre
- Transferred Calls By Cost
- Trunk-to-Trunk Calls

10 different Cost Analysis Reports allow you to control your costs by showing you where your telecoms budget is being spent – by whom and on what.

### Call Performance Reports

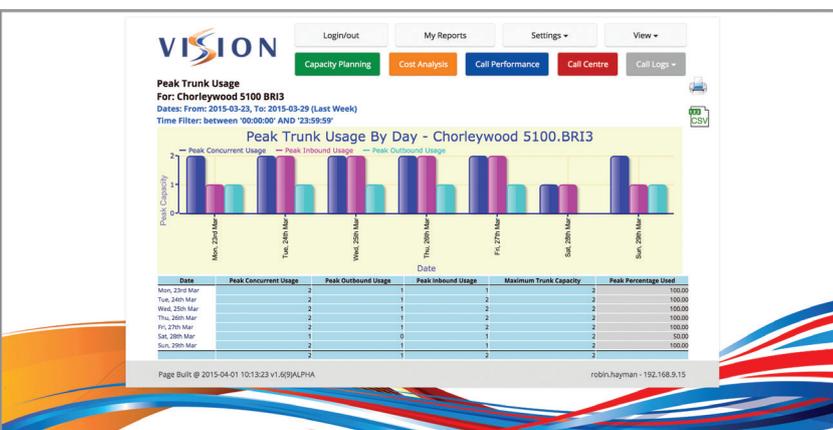
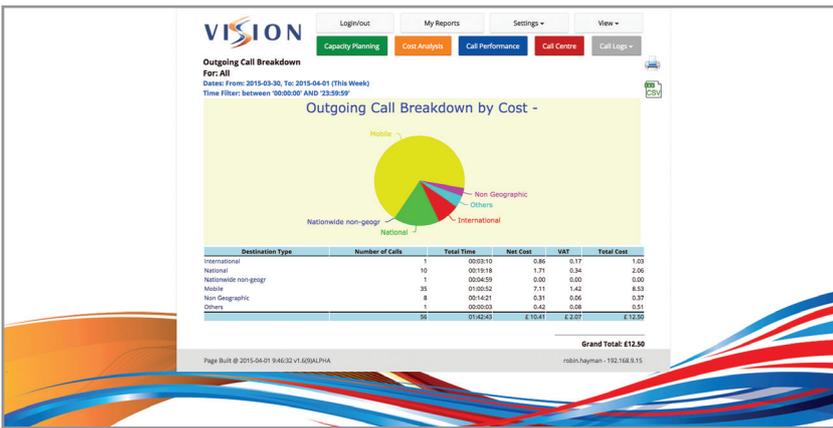
- First and Last Calls
- Abandoned Calls Overview
- Abandoned Calls Detail
- Incoming Call Response
- Incoming Call Response Concise
- Incoming Call Breakdown by Hour
- Incoming Call Breakdown by Day
- Incoming Call Breakdown by Week
- Incoming Call Breakdown by Month
- Incoming Call Breakdown by User
- Incoming Call Breakdown by Department
- Incoming Call Breakdown by DDI
- Outgoing Call Breakdown by Hour
- Overview by Talk Time
- Overview by User
- Calls Abandoned in Auto Attendant
- Contact Report

17 separate Call Performance Reports show you how teams and individuals are performing against their business-wide or personal targets.

### Capacity Planning Reports

- Peak Trunk Usage
- Peak Trunk Group Usage
- Peak Voicemail Port Usage
- Peak IntraModule Trunk Usage

4 Capacity Planning Reports clearly identify when you have too much or too little resource to achieve your business goals.





## Vision Record

Vision Record seamlessly integrates mandatory and manual Maximiser Call Recordings with Vision Reports, providing easy-to-use facilities for search, playback and management. Details of the Call Recording – including the ability to “click & play” - are included with the full call logging details of each call.

The provision of call recording as an integrated application, independent of end-point device, location or trunk type, delivers a sophisticated, flexible and easy to use solution that is considerably more cost-effective than expensive 3rd party alternatives.

### Call Recordings

SpliceCom's systems offer great choice and flexibility as to where call recordings are stored. These can reside locally on the Vision PC/Server, within a Storage Area Network (SAN) or remotely on a Soft PBX, Call Server, Network Service Gateway or off-board Voice Processing PC/Server.

In a distributed multi-site environment, recordings made at sites remote to the Vision PC/Server can either be “pulled back” immediately over the company network, or at a pre-selected time when the usage of the underlying wide-area IP network is at its lowest.

### Features

- Optimal solution for mandatory/ad-hoc call recording
- Single and Multi-site coverage
- Fully integrated with Maximiser for end-point, mobile and trunk recording
- Operates independently of trunk type; SIP, ISDN or DPNSS
- Centralised recording
- Encrypted Recordings
- Recording Mask for credit card transactions
- Compliance with FCA and PCI call recording requirements
- Fully integrated with Vision Reports for;
  - Comprehensive Search engine
  - Notification of recording with playback
- Recording activity report log
  - Playback/Download/Email
- Permissions based access
- Automatic purging of data/call recordings

**Specific Search**

**General Trawl**

Vision Record is fully integrated with Vision Reports, allowing recordings to be easily found. Both Specific Search using Call Logs (when you know what you're looking for) or a General Trawl using Reports (when you don't) ultimately bring you to the recording playback page.

The screenshot shows the VISION web interface. At the top, there are navigation buttons: Login/out, My Reports, Settings, and Live Wallboards. Below these are functional buttons: Capacity Planning, Cost Analysis, Call Performance, Call Centre, and Call Logs. The main content area includes:

- Recordings Table:** A table with columns: Date, Cost Centre, Name, Number, Target Name, Target Number, Extn, Extn Name, Recording In, and Recording. A row shows a recording from 2015-03-31 15:53:48 for Support at TCF Communications Limited.
- Forward Message:** A form with an email search field containing 'robin.hayman@splice.com' and a 'Send To Email' button.
- Forward to Contact:** A table with columns: Type, Name, and Email. A row shows 'User: Robin Hayman' with the email 'Send Message to robin.hayman@splice.com.com'.
- Recording Access Log:** A table with columns: Number, Target Number, User, Time & Date, Remote Address (IP), and Access Method. A row shows access for number 01419414100 at 2015-03-31 17:31:49 from IP 80.177.101.15 via 'Website Listen'.

Callouts from the image point to:
 

- Recording Details:** Points to the 'Recordings' table.
- Playback:** Points to the audio player controls in the recording row.
- Download Recording:** Points to the download icon in the recording row.
- Forward Recording to Email:** Points to the 'Send To Email' button.
- Forward Recording to Contact:** Points to the 'Send Message to robin.hayman@splice.com.com' email address.
- Recording Access Log:** Points to the 'Recording Access Log' table.

Vision Record simplifies the playback, downloading and forwarding of call recordings



## Vision Live

Delivering real-time information on business performance to Directors, Managers and Administrators, Vision Live allows potential issues to be identified and resolved before they can impact operations. Browser based for viewing anytime, anywhere on any device, Vision Live provides the information that enables companies to optimise their resources for maximum productivity, so facilitating a smooth running operation. In addition, Vision Live allows configurable thresholds to be set for Warnings and Alarms, on an individual tile-by-tile basis, ideal for alerting you to any dips in service levels.

Each Vision Live tile allows User, Department or Reporting Group performance to be monitored.

### Drill Down for Dashboards

Vision Live also allows access to “the information behind the information.” Clicking on a Report Panel drills directly down to the relevant Vision Report, so allowing you to react immediately to any abnormal occurrence.

### Features

- Real-time wallboard application
- Browser based, for viewing anytime, anywhere, on anything
- User/Department and Reporting Group filters
- Threshold Alarms configurable per Tile
- Drill down via selected Report Panel opens related Vision Reports
- Information presentation:
  - Statistic Panel
  - 29 standard tiles
  - Status/Favourites/Busy Lamp Field Panel
  - Report Panel
  - Web Panel
  - Scrolling ‘ticker tape’ Panel



### Customer Service Environment

Vision Live helps you to improve productivity, monitor exceptions and share valuable information with your teams.



### Outstanding Flexibility

Vision Live can be used to display valuable "At-A-Glance" information and add significant value to virtually any environment where telephone calls are made and/or received. Customisable display meets simple and complex needs.



### Value Added Options

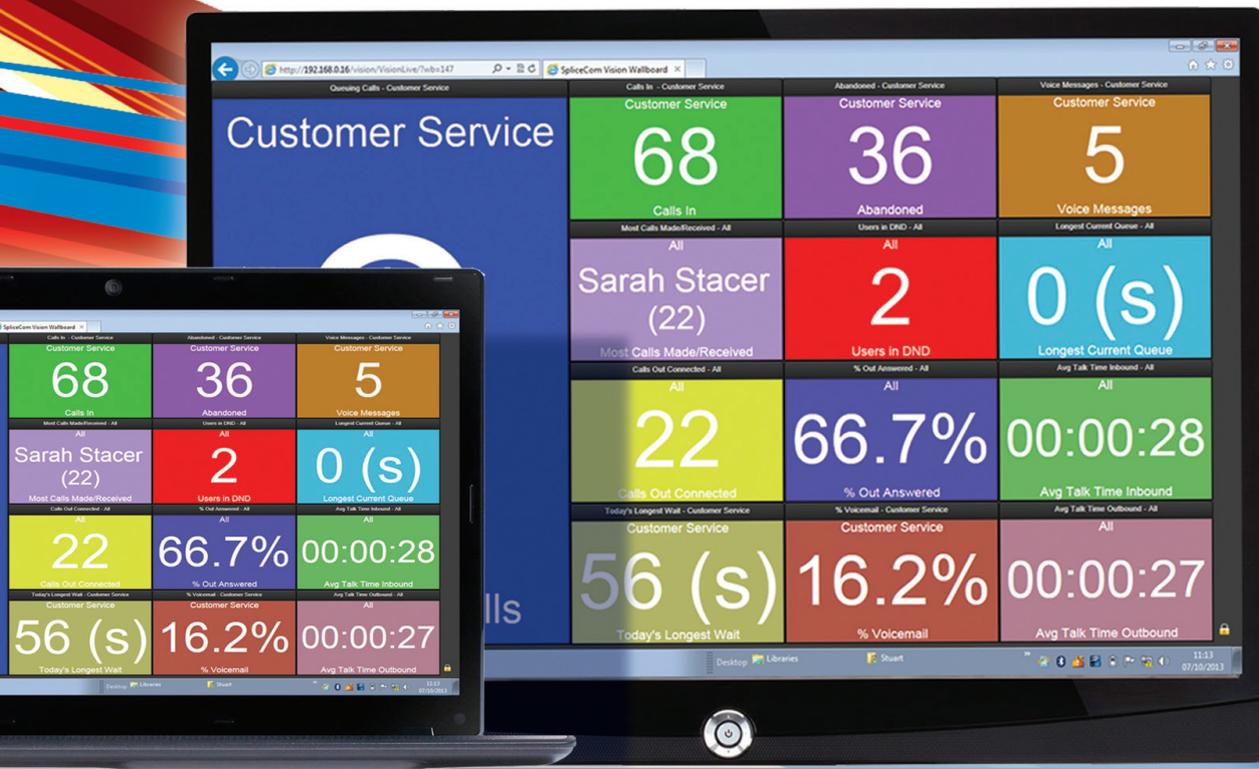
Vision Live isn't just about real-time statistics. You can add tiles for ticker tape messages, live feeds from web pages, employee presence/status and historical reports as well.



## Standard Tiles

- Current Calls Queuing
- Today's Incoming Calls
- Today's Abandoned Calls
- Today's Voicemail Calls
- Today's Connected Calls
- % Inbound Calls Answered
- % Inbound Calls Abandoned
- % Inbound Calls to Voicemail
- Busiest User (number of calls)
- Busiest User (time on calls)
- Today's Total Cost of calls
- Users in Do-Not-Disturb
- Current Connected
- Current Average Wait
- Current Longest Wait
- Today's Average Wait
- Today's Longest Wait
- Today's Outgoing Calls
- Today's Outgoing Connected Calls
- Today's Outgoing Abandoned Calls
- % Outbound Calls Answered
- % Outbound Calls Abandoned
- Today's Outgoing Connected Calls >30 seconds
- Voicemail Box Status
- Average Talk Time (inbound)
- Average Talk Time (outbound)
- Calls In To Auto Attendant
- Total Calls
- Clock
- Vision Reports Graph Panel
- Status/Favourites/Busy Lamp Field
- Display Panel
- External Web Page Panel
- Scrolling 'ticker tape' Panel

Vision Live is browser based so you can see how Customer Service is performing anytime, anywhere on any device.



## Widening Customer Choice

To simplify installation, management and on-going support further still, your Vision Business Management Suite can be supplied pre-loaded on SpliceCom's own MultiApp Platform (MAP), giving you great peace of mind. You can also save costs by running SpliceCom's Soft PBX and SSL Gateway for secure remote connectivity, simultaneously on the same MAP. Alternatively, you run Vision on your own PCs or Servers as a native Linux application, or as a virtualised app to fit in seamlessly with your existing VMware or Microsoft Hyper-V computing environment. The choice is entirely yours.



## Communicating with Vision

The Business Telephone System is the key critical component for a company's real-time communication; both externally and internally, inbound and outbound, for customers, prospects, partners, suppliers and employees alike. Wherever it might be located – on site, in the cloud/hosting centre or as a hybrid of the two - it's ideally placed to collect valuable data from which in-depth information, telling you exactly how the company and its workforce are performing, can be extracted. Because it's been developed in-house to work as a single system with Maximiser – and only with Maximiser – SpliceCom's Vision is unique, offering unrivalled integration, extending and enhancing Call Management, Call Recording and Real-Time Wallboards/Dashboards into true Business Management. Vision

mines the voice platform deeper for valuable information than ever before, delivering business critical reports and real-time information to Company Directors, Managers, Administrators and Key Employees, on the device of their choice, whenever they want it and wherever they might be.

## At-A-Glance Feature List



### Reports

Peak Trunk Usage	First & Last Call
Peak Voice Processing Port Usage	Abandoned Call Detail
Peak Intramodule Trunk Usage	Incoming Call Response
Outgoing Call Breakdown	Incoming Call Breakdown
Itemised Report	Overview By Talk Time
Most Expensive Calls	Overview By User
Cost Report Filtered By Cost Centre	Calls Abandoned in Auto Attendant
Top Outgoing Call Breakdown	Contact Report
Frequently Called Destination	Trunk To Trunk Charges
Forward Call Costs by User	Integration with SAP Crystal Reports
Transferred Call Cost	



### Real-Time Wallboards/Dashboards

Current Calls Queuing	Todays Longest Wait
Today's Incoming Calls (Users/Departments)	Todays Average Wait
Todays Abandoned Calls (Users/Departments)	Todays Outgoing Calls
Todays Voicemail Calls (Users/Departments)	Todays Outgoing Connected Calls
Todays Connected Calls (Users/Departments)	Todays Outgoing Abandoned Calls
Percentage Inbound Calls Answered	Percentage Calls Out Abandoned
Percentage Inbound Calls Abandoned	Percentage Calls Out Answered
Percentage Inbound Calls to Voicemail	Voicemail Box Status (Users/Departments)
Busiest User (Number of Calls)	Average Talk Time (incoming)- (Users/Departments)
Busiest User (Time on Call)	Average Talk Time (outbound) - (Users/Departments)
Todays Total Cost	Total Calls
Users in DND	Clock
Current Connected	Vision Reports Graphs
Current Average Wait	Status/Favourites/Busy Lamp Field Display
Current Longest Wait	External Web Page



### Call Recording

User Recording (Inbound & Outbound)	Automatic & Ad-Hoc Recording
Department Recording (Inbound)	Integration with Vision Reports (Search & Playback)
Trunk Recording (Inbound & Outbound)	Automatic purging of data/recordings



### Call Routing

PBX Call Routing	Skills Based Routing
Priority Routing	



### System Features

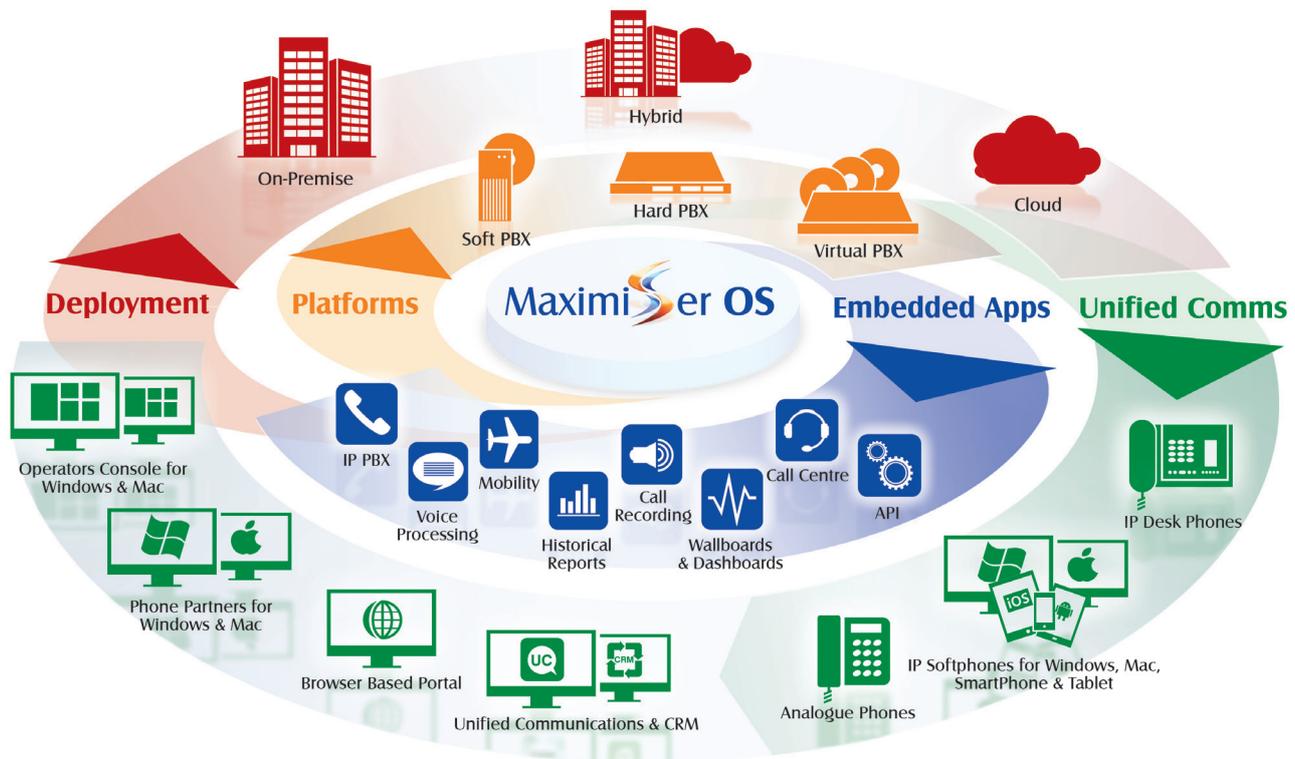
Call Alarms (Fraud/Call Abuse Alarming and Trunk Deactivation)
--

## The SpliceCom Difference

SpliceCom's product architecture is unique. All core platforms, phones and business management applications have been developed in-house by the same British-based development team. This, and the fact that a single voice operating system, Maximiser OS, underpins ALL SpliceCom's platforms, guarantees system interoperability, delivering un-paralleled price/performance and true competitive business advantage.

SpliceCom systems work together as one- by design - which means that features, applications and benefits are delivered in a totally consistent manner, completely independent of how (soft, hard or virtual), what (single site or multi-site) or where (on-premise, in the cloud or hybrid) they're deployed. And with SpliceCom Select you can add a complete and complimentary end-to-end service delivery, including cloud based virtual servers, site connectivity and SIP services, for a single supplier solution offering total peace of mind.

There's something in the SpliceCom portfolio to meet every business need. Small or large, simple or complex, soft or hard, one building or many, in the office or out of it, unified communications or business telephony, CAPEX or OPEX; SpliceCom always deliver the perfect solution for your specific requirements - which is why our customers know we're absolutely The Right Choice For Voice!



## About SpliceCom

SpliceCom is an award winning designer, developer and manufacturer of field proven, reliable, scalable and highly featured soft, hard and virtual voice systems, phones, business management applications and associated connectivity services. SpliceCom offers secure, end-to-end business voice and unified communication solutions, for deployment in on-premise, cloud based and hybrid applications, delivering tangible benefits for every company, irrespective of their industry, size or geographical spread.

ALL SpliceCom solutions are (and always have been) sold, installed and maintained through accredited channel partners. We have direct relationships with our value added reseller partners in the UK and Ireland, whilst in mainland Europe, Africa, the Middle East and Asia Pacific we have formed strategic distribution relationships in order to provide our partners with local supply and support.



**SpliceCom**

The right choice for voice

The Hall Business Centre, Berry Lane, Chorleywood, Hertfordshire WD3 5EX Tel: 01923 287700 Fax: 01923 287722  
Email: [info@splicecom.com](mailto:info@splicecom.com) Website: [www.splicecom.com](http://www.splicecom.com)