

## SpliceCom Vision



**SpliceCom**

Defining next-generation communication

## Vision - What is it?

Businesses today have to be able to see into the future as well as look at and learn from the past. Vision allows business people to view the information that enables them to improve the way their company operates and the manner in which they serve their customers. Vision gives businesses a dashboard by which they can ramp up the levels of their responsiveness, critical in today's ultra competitive market place. SpliceCom Vision is a suite of software applications that have been singularly designed to operate with the award winning **maximiser** Pure IP Business Telephone System. Vision's design means that in conjunction with **maximiser**, it operates as ONE entity, providing detailed and intimate information upon which sound business decisions can be based.

As **maximiser** runs as a single system, no matter how many sites it is distributed across or how many home based, remote or mobile employees are connected, Vision is able to collect information on every Department and every individual – wherever they might be. Likewise real-time information can be delivered to department heads and managers totally independent of their location; via their PDA, web browser, PCS 60 IP Softphone/Phone Partner or PCS 580 IP Screen Phone. And as for your workforce, Vision works hard for them too, by offering far greater managed flexibility over the way they choose to handle their telephone calls when they're out of the office.

Vision offers a Business Dashboard for companies of all sizes, delivering a comprehensive range of real-time information and historical reports to those that need it, irrespective of where they might be. Technical Support or Sales Order Processing, Customer Service or Accounts, Help Desk or Sales, whatever area of the business you need to focus on, Vision has the answers. This allows issues to be identified and rectified before they become business-impacting problems, whilst optimising resources at all times for maximum productivity. It also provides the real-time information needed to ensure that operations run smoothly. Are we meeting our service levels on the Help Desk? How many abandoned callers haven't been called back yet? Do customers have to wait in a queue longer than necessary because we have insufficient resource to handle all the auto attendant calls? These are the type of questions that can be effortlessly answered by Vision.

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The business telephone system is the lifeblood of many companies' communications and therefore is ideally placed to collect valuable data, from which in-depth information, telling you exactly how well your company and workforce are performing, can be extracted. Because it's been developed specifically to work as a single entity in conjunction with **maximiser**, SpliceCom Vision offers unrivalled integration enhancing and extending Call Management into true Business Management. Vision can drill down further in the telephony platform for valuable information than ever before, delivering a wealth of relevant, business critical reports and a depth of real time information to Company Directors and Departmental Managers, exactly when and where it's needed.



All the business critical information you need, when and where you need it.

### Vision Reports

### Vision Mobility



### Vision Live

### Vision Record

## SpliceCom Vision

SpliceCom Vision is a web based application suite developed from the ground up by SpliceCom to work with **maximiser** – and only work with **maximiser**. Utilising the latest AJAX and Web 2.0 technologies, SpliceCom Vision offers information and control over four critical areas of your business;



Vision Reports



Vision Record



Vision Live



Vision Mobility

### Vision Reports

Your business telephone system holds vital information on how your business is performing, but how can you get it? Call Logging gives you the raw information, whilst Call Management applications allow you to drill a little bit deeper. But often these third party applications don't always interpret the data from the phone system in the absolutely accurate manner. Vision Reports give you an in-depth company wide view of how your business is performing, when you want it and how you want it. All reports can be accessed through your web browser from anywhere at any time and printed off if required. Key reports can be scheduled by time and date and delivered to individuals or groups by email and you can build your own reporting groups. Vision Reports is broken down into three main areas; Call Performance Profiles, Cost Analysis and Capacity Planning. This includes the following reports;



All reports include both graphical and tabular information, allowing the information you really need to be easily and clearly seen.

## Vision Record

Vision Record seamlessly integrates the automatic and/or manual Call Recordings produced by **maximiser** into Vision Reports, allowing them to be easily managed, searched for and played-back when ever necessary. Details of the Call Recording – including the ability to “click & play” - are included with the full call logging record of each call.

Providing fully integrated Call Recording as a standard feature is one of **maximiser's** many strengths. Utilised for training purposes, to meet regulatory requirements or simply to keep a record of telephone conversations and transactions, **maximiser's** Call Recording capabilities are totally independent of the trunk type that the call is delivered over. There's no requirement for different interface cards to handle recording over SIP, PRI, BRI, DPNSS or H.323 trunks, because it's all handled within the central architecture, which can be centralised or distributed across multiple sites. Likewise, Call Recording is delivered independently of handset type; IP, analogue or GSM/3G mobile.

Because **maximiser's** integrated Call Recording application actually “understands” what's going on, it allows each leg of a call to be recorded separately, no matter how many times it is transferred. Vision Record then allows each ‘individual leg’ of a transferred call to be displayed in Vision Reports, where they're grouped together. This makes it extremely simple to just “click & play” and so listen to an entire call, regardless of how many people the call has been transferred to. And as Music-on-Hold isn't recorded on a transferred call either, there's no wasted recording space or time.

The provision of call recording as an integrated application within **maximiser**, managed through Vision Record and Vision Reports, delivers a sophisticated, flexible and easy to use solution that is considerably more cost-effective and efficient than that delivered by bolting-on expensive 3rd Party recorders.

## Vision Live

Delivering real time information on your business performance to those that need it, Vision Live allows potential issues to be identified and resolved before they can impact operations. Vision Live provides the information that enables companies to optimise their resources for maximum productivity, so facilitating a smooth running operation.

Each Vision Live wallboard allows Departmental or individual performance to be monitored.

- Average Call Time (Today)
- Average Ring Time (Today)
- Average Ring Time (Current)
- Calls Queued
- Calls Connected
- Maximum Ring Time (Today)
- Maximum Ring Time (Current)
- Missed Calls
- Total Calls
- Total Inbound Calls
- Total Outbound Calls
- Vision Reports Graph
- Busy Lamp Field Display
  - User, Department or Reporting Group
- External Web Page



In addition, configurable thresholds can be set for Warnings and Alarms, on individual variables. These thresholds can be set to "Greater Than" or "Less Than", a user definable count or time setting allowing the tile to flash once the threshold has been exceeded. The colours used to indicate a Warning and Alarm are user definable, ideal for alerting you to any dips in service levels.

Vision Live allows you to access "the information behind the information" by clicking on a Wallboard to drill down further, so allowing you to react immediately to any abnormal occurrence.

## Vision Mobility

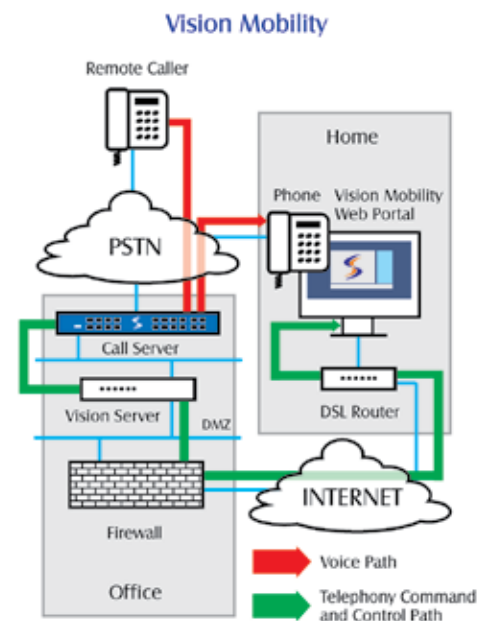
Ideal for today's mobile working practices, Vision Mobility is specifically aimed at business users of notebook/laptop PCs, giving them more freedom and greater flexibility and control over the way they handle their telephone calls when out of the office. Accessed through a standard web browser, Vision Mobility doesn't need any PC applications to be loaded. There's also no requirement for complex routing or Virtual Private Networks (VPNs), so it's easy to set up, use and maintain, making it "IT Department Friendly".

Vision Mobility is divided into five main areas;

- Quick Settings
- Messages
- Web Phone
- Settings
- Call Logs

Quick Settings allows your workforce to instantly change and update their most frequently used call routing and availability options when they're out of the office. This includes;

- Do Not Disturb
  - On/Off
- Call Divert Type
  - Personal Calls
  - Personal & Group Calls
  - Single Telephone
  - Dual Telephones
- Call Divert Destination
  - Desktop Phone
  - Home Phone
  - Mobile Phone
  - Spare Phone
- Out of Office Message
  - In the Office
  - Meeting
  - Lunch
  - Holiday
  - Off Site
- Extension Anywhere Destination (only if enabled)
  - Desktop Phone
  - Home Phone
  - Mobile Phone
  - Spare Phone



The Messages area provides you with a record of all calls made by you and all calls made to you, including voicemail and SMS messages. If you are a member of a Department or Group, you'll have a similar record for these as well. Distinctive icons clearly show which calls were answered - and more importantly which ones weren't. You can playback your voicemail messages and read your SMS messages directly through your web browser.



The Web Phone area provides telephony information and control via your web browser and works in partnership with your **maximiser** desktop, home or GSM/3G phone. Caller Display, look-up and dial by Directory, Favourites - which combines Busy Lamp Field, Direct Station Select, Line Ringing & Call Pick-up facilities - are all provided.



All your attributes can be viewed and changed via Settings;

- Follow Me/To
- Forward on Busy/To
- Forward on No Answer/To
- Do Not Disturb/Exceptions
- Call Waiting
- Out of Office
- Ring Tones
- Speed Dials

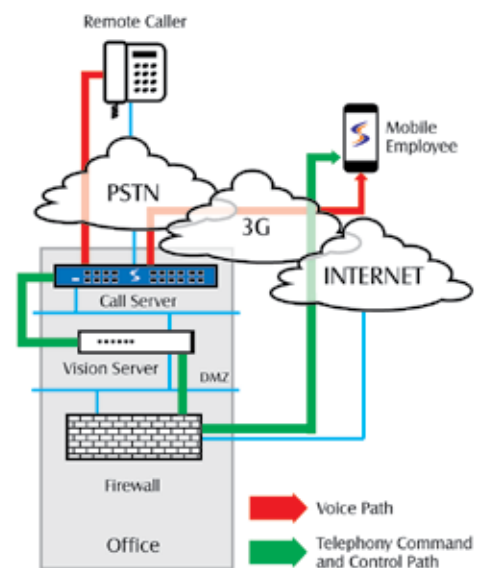
The most frequently changed settings are also available on the Home page; Do Not Disturb, Diversion Type, Diversion Device, Out of Office status and Extension Anywhere (if enabled).

The Call Log area lists full details of your call history. Hyperlinks against transferred calls makes every investigation easy, whilst Call Recordings, providing the facility has been enabled, are available against your call details and can be played back through your web browser.

### Vision Mobility for next generation mobile phones

Users of the latest intelligent mobile phones have a different set of needs and requirements for their ideal mobility solution than those wishing to use their laptop or notebook PC in conjunction with a phone. Here, access to Quick Settings, viewing your missed calls and voicemail messages and seeing which of your colleagues is available become the critical features. As such Vision Mobility can automatically detect the device that it's being viewed from and adjust the optimum browser size and feature set delivery accordingly. The first device supported in this way is Apple's iPhone, with more to follow.

### Vision Mobility - Apple iPhone



### Delivering a Clear Vision For Businesses and the Workforce

Few organisations even begin to harness the true power of their telephone system. Because they've both been developed by SpliceCom, the combination of **maximiser** and Vision delivers on this promise, all day, every day allowing Company Directors and business managers to really understand how their business is performing. And for your workforce, Vision Mobility offers similar levels of personal telephony management and control when they're away from the office, making them truly mobile.



## About SpliceCom

SpliceCom are the only British company to design, develop and manufacture Unified Communications systems, delivering tangible businesses benefits for all types of company, irrespective of size. Founded by an experienced management team who provided the driving force behind the two most successful UK voice and data convergence companies of the last decade, our **maximiser** product family combines the delivery of voice, video, IP TV and web enabled IT applications at the desktop within a single, scalable system. Since **maximiser's** launch in 2003 we've focused our resources on continuously enhancing our Pure IP Telephone system to meet our customers' needs. This has allowed us to grow our marketshare of Pure IP PBXs in the UK to an impressive 16%, according to respected industry analysts MZA.

SpliceCom cares about our planet. **maximiser** based Unified Communications solutions help companies to reduce their carbon footprint by enabling daily communications, conferencing and collaboration without the need for travel. All SpliceCom products comply with the directive for the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS) and the regulations for the disposal and recycling of waste electrical and electronic equipment (WEEE).



**SpliceCom**

**Defining next-generation communication**

Available from SpliceCom Community Partner;

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