CommSoft

CallMaster Gold

Call Management Tools for Informed Decisions
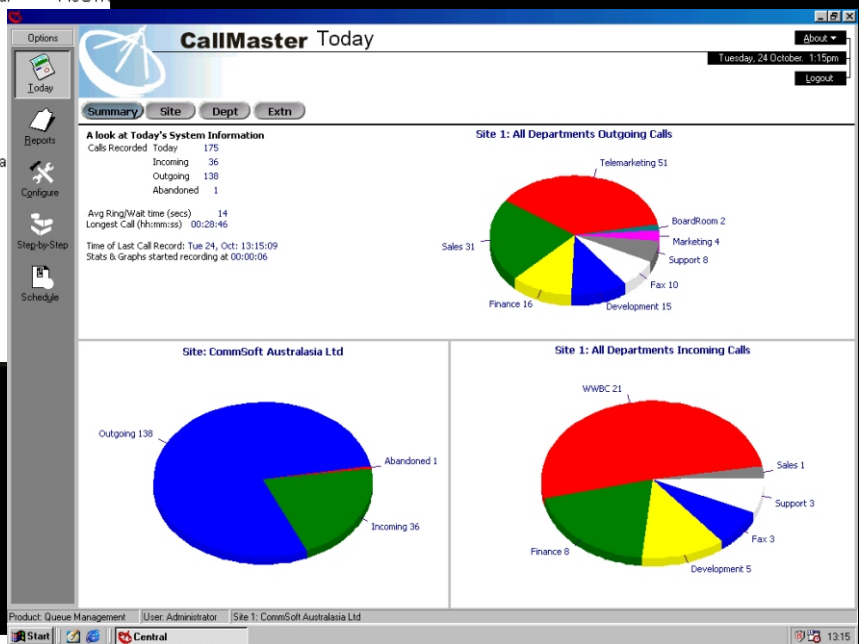
Standard and Custom Reports give complete flexibility for an overall view, with an automatic scheduling option

Tables and Graphs present data in detail or as a summary, for easy evaluation

The Today Screen displays data graphically in real-time showing call activity from a central view

SEE TELEPHONE ACTIVITY IN REAL-TIME FROM INDIVIDUAL TO GROUP LEVEL

CallMaster Gold keeps you in the picture so you can monitor telephone activity right down to individual extension level. Overview reports let you see "the big picture" to make informed decisions from real-time data.

Deliver Better Service by Monitoring Telephone Activity

See caller response times to know just how available your organisation really is. CallMaster Gold tracks callers and events, then presents the data within reports that include past activity.

Reports can also be scheduled to print automatically at preset times, to save time.

Customer Management Tools that Save Time and Money

Know at a glance how many calls are being made, both inbound and outbound, including duration, source and destination. Costs of calls are automatically identified from comparative carrier rates.

Compare Multiple Carrier Rates for up-to-date Savings

CommSoft provides up-to-date carrier charges so you know you're always in touch with the most competitive rates available in your country.

Easy to Install and Setup with Standard and Configurable Reports

Know exactly when your customers contact you to define their needs more accurately. The Today screen displays phone traffic, inbound and outbound from a central interface, displayed using tables and graphs.

Over 30 standard report show the most often dialled numbers and the most expensive duration calls for even deeper analysis.

Get up to Speed First by Using the Step-by-step Tutorial

The Step-by-Step tutorial provides online assistance for easy setup and configuration. Detailed instructions are displayed on the right-hand-side of your screen.

Hardware and Software Requirements:

SMDR card installed in PBX
Serial cable from PBX to logging PC
Pentium 233+ PC, minimum 64Mb RAM,
Running WIN 98+ or NT4+
Serial port for connection to PBX
Some features are PBX capability dependent

To find out more about how our products can add value to your business
visit our website on www.commsoftgroup.com for your nearest CallMaster Gold supplier.

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