Enghouse Interactive

PROTEUS ENTERPRISE AND PROTEUS TRADER OPTIONAL FEATURES

Proteus call accounting software provides corporations with detailed communications analysis, helping businesses to manage telecommunications costs, network infrastructure, employee productivity, potential fraudulent activity, cost allocation and onward billing.

The Proteus product family includes a number of optional features that improve system management and deliver specific additional functionality.

Proteus Import and Export Utilities:

Purpose

One of the most important functions of Proteus is to hold information on lines (trunks, private-wires, consoles and extensions), employees and departments. The Proteus Import Utility can automatically manage moves, adds and changes to this data by directly synchronising with an LDAP resource or importing data from a CSV file. The import can also be scheduled to run automatically.

The Export utility copies Proteus call data to an external resource such as an ODBC compliant database, CSV file, or XML file.

Benefits

- Manage complex organisational structures by synchronising with external company directories

- Schedule periodic imports to ensure data is up to date

- Map directory fields to Proteus fields for consistency

- Export Proteus call data, including costed data, to a third party system for storage or additional data analysis

Mobile Phone Analysis

Purpose

This application consists of an import tool that converts an electronic invoice into Proteus call data, and a set of reports that analyse the invoice's data across voice, messaging and data use.

Benefits

- Unified fixed line and mobile handset reporting for a complete telecoms picture

- All existing Proteus reports and functions are supported hence improving your investment in Proteus

- Several mobile specific reports are available including highest usage reports, high cost reports, reporting against carrier allowances, roaming reports and carrier cost summary reports

- Costs can be allocated to cost centres within Proteus Enterprise alongside fixed line costs

- Handsets can be associated with people and departments

- An import tool provides easy import of electronic invoices

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VoIP Dashboard

VoIP Reports:
1. Network Load
2. Network QoS
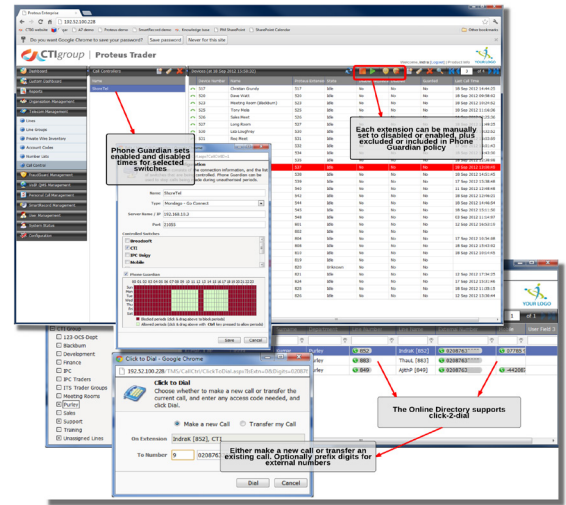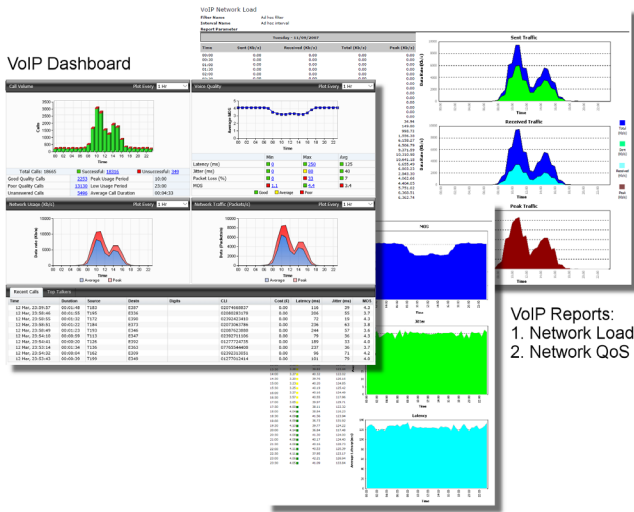
VoIP QoS Analysis

Purpose

The VoIP QoS features are fully embedded into the Proteus application. They offer reporting of QoS and call information such as jitter, latency, packet-loss, MOS, call count, average call duration and bandwidth utilization. The VoIP QoS features are available for the Cisco UCM and Skype for Business systems.

Benefits

• Immediate, proactive warning of call quality issues

• End point identification and reporting based on MAC or IO address

• Identifies gateways that are handling the largest amount of bandwidth or call volumes

• Identify the specific E1/T1 trunks used on the gateway

• Confirm that switches are functioning correctly

• ITU standard E-Model based MOS calculation

PBX Manager

Purpose

This is a CTI interface that provides Proteus with basic PBX control features. These are:

• Click-to-dial. This can be enabled within the Proteus online directory. Phone numbers displayed within the directory can be clicked and the user's extension will automatically dial the number selected in the directory. Click-to-dial allows users to create new calls, transfer existing calls, and append a prefix, such as 9, to external numbers

• Scheduling handset activation. It allows administrators to define a schedule for activating handsets and deactivating handsets, based on hours of the day and days of the week. The policy is applied per PBX, with individual extension level management allowing extensions to be included or excluded from the PBX policy

• Policy management. The Proteus alerting feature can be extended to control extension enablement or disablement. For example, an extension may be given a monthly cost allowance. If that cost is exceeded a trigger can be sent to the PBX to disable the extension

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self-service, attendant operator consoles and workforce optimisation. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements.

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