

BUSINESS INTELLIGENCE FROM YOUR COMMUNICATIONS DATA

Proteus Enterprise, from Enghouse Interactive, is an advanced call accounting application, designed to provide medium to large corporations with detailed analysis of your communications systems, resulting in identification of cost savings and cost management, network management and planning, and productivity improvements.

Proteus Enterprise provides corporations with comprehensive analysis of their communications systems. It does this using real-time dashboards and a comprehensive set of reporting features, coupled with support for call detail record (CDR) specifications from over 100 UC, IP and TDM communications systems, plus analysis of quality of service (QoS) data for selected IP PBX.

Overview:

- Designed for medium to large corporations including single site businesses and multi-site, multi-national firms
- Detailed analysis across TDM, IP and unified communications systems
- Supports multiple international and local dial plans and carriers with currency conversion for accurate cost analysis across the entire organisation
- Many processes can be automated, such as directory synchronisation, scheduled reporting and alert notification
- Flexible and fully customisable dashboards provide real-time analysis and historic trend reporting either across the whole organisation or for selected sites, departments or switches

Key Business Benefits:

- Rapid identification of cost savings
- Internal cost allocation
- Network optimization using real-time analysis and historical trend reporting
- Security and compliance management, from real-time triggers to historic call analysis
- Productivity and KPI measurement
- Service billing
- Fraud tracking, e.g. toll fraud and internal abuse
- Quality of Service monitoring for selected IP PBX

“We needed a system capable of collecting call data from multiple switches in different countries and costing calls using multiple carriers and currencies. Proteus Enterprise was the only tool on the market that allowed us to do this and to deliver accurate information and reports from across the organization.”

TODD JUSTAD, TELECOM OPERATIONS ARCHITECT
FOR NETWORK OPERATIONS AT CITRIX SYSTEMS

Proteus Enterprise: A market leader for over 30 years



Key Business Drivers

Save Communication Costs

- Compare different carriers and choose the most cost effective provider
- Identify excessive personal telephone calls
- Optimise least cost routing across your network
- Identify high cost calls in real-time and spot fraudulent activity
- Evaluate the cost benefits of deploying new telephony technology

Increase Employee Productivity

- Highlight busy times when resources need reallocation
- Identify needless long duration calls
- Monitor both fixed line and mobile calls

Improve Customer Service

- Set targets for key performance indicators, like time to answer and length of call, and track them on the Proteus wallboard
- Track incoming, outgoing and missed calls
- Produce trend reports that highlight the need to increase capacity

Return on Investment

- Businesses deploying call management software typically reduce monthly telecoms spend by 10%-15% (Gartner)
- Return on Investment typically under four months
- Reduce call and line rental costs
- Understand business trends and staff allocation
- Ensure staff are meeting key performance indicators (KPIs)
- Protect against misuse and fraud

Key Features

Interface

- Sophisticated browser-based interface incorporating dashboard with drill-down reporting
- Fully customisable dashboard options

Reporting

- Real-time summary and detailed reporting including departmental, person, line, and cost centre reports
- Powerful custom report builder allowing customers to create reports to their own specification
- Trend and KPI reporting
- Personal call tagging
- Carrier bill cost allocation
- Large choice of report export options including MS Excel, MS Word, RTF and PDF

- Scheduled reporting allows reports to be emailed periodically to, maximise convenience

Costing

- Real-time costing engine with billing reports supporting multiple currencies
- Carrier comparison tool to ensure optimal telecoms spend
- Cost allocation and charge back to cost centres

Alerting

- User defined alerts that target specific types of calls, such as premium rate numbers, calls over a specific duration or cost, response times and no calls over specified period
- Proactive alerts warning of service disruption or failure
- Notification of unusual activity trends

Security

- Highly granular access policies, defined and limited by the system administrator, allowing secure access from any point
- Unlimited secure users

Platform

- Windows Server
- SQL database
- IIS web server

Interoperability

- Compatible with all traditional PBXs and VoIP telephony systems
- Sophisticated LDAP and flat-file compliant import and export tools
- Scheduled archive of call data for offline storage

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-channel contact center, self-service, attendant operator consoles and workforce optimization. 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.