

PROTEUS ENTERPRISE FOR SKYPE FOR BUSINESS



Proteus® Enterprise for Skype, from Enghouse Interactive, is an advanced call accounting application, designed to provide medium to large corporations with detailed analysis of your Skype for Business unified communications system, helping you gaining maximum efficiency from your Skype for Business investment.

Proteus® Enterprise is designed to provide your business with detailed insight into you Skype for Business system, helping to ensure optimal use and maximal cost efficiency of the system.

The key business issues that Proteus® addresses are:

- 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
- Optional Quality of Service monitoring

Proteus® does this by collecting call detail record (CDR) and call management record (CMR) information from the Skype databases and processing this in real-time. It represents the data in reports, dashboards and wallboards designed for company executives, IT and telecom managers, Sales and Marketing managers and Service and Support managers.

Proteus is able to report across all media types, providing analysis and comparisons across audio, video, instant messaging, conferences, file sharing and peer-to-peer communications..

Overview

- Designed for medium to large corporations including single site businesses and multi-site, multi-national firms
- Detailed analysis for all media types providing a holistic picture of the Skype unified communications system
- 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
- Large selection of standard reports plus a report building tool provides summary and detail reporting by departments, cost centre, account code

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 soft-ware 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, maximising 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

Scalability

- Highly scalable supporting multinational, multisite deployments
- Proven in the field to over 1,000 sites and 250,000 extensions per system

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

- Proprietary interface for CDR processing from Skype databases

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.