



**Enghouse
Interactive**

Proteus Add Ons

Business Intelligence from
your Communications
Data

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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.

Proteus Enterprise and Proteus Trader Optional Features

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

Real-time Data Interface

Purpose

The interface captures real-time events from a PBX or Unified Communications system and is designed to enhance data analysis beyond the scope of the standard call detail record (CDR) interface. Typical data includes calls ringing, calls in progress and calls on hold.

Benefits

- Real-time events can be viewed on both the standard and customisable dashboards
- Allows for the real-time analysis of KPIs such as long ring times, call duration and call wait times
- Provides a method to measure trunk and line group capacity in real-time
- Allows alarms to be set up for real-time events, e.g. repeated calls to the same number within a given time period
- Enables rules-based management of extensions through configurable enablement and disablement triggers

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

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 utilisation. 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



Personal and Business Call Management

Purpose

This is a utility and set of reports that allows a company to manage personal and business call usage and tracking. This may be important to the company for a number of reasons, including offsetting tax against business calls and charging back personal calls to employees.

The utility allows an administrator to schedule regular email notifications to staff requesting updates to their personal call list. The administrator can automatically designate groups of numbers as business numbers, ensuring classification is carried out automatically. Personal calls are shown per employee with an associated call cost, which can be reported automatically to the accounts department.

Benefits

- Accurately report business calls for tax purposes
- Charge-back employees for personal calls
- Allow reimbursement for business calls for employees with bring-your-own-device schemes
- Many tasks can be automated by using predefined business number lists
- Users can manage their personal numbers and can check and dispute the data

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.

Audit Trail

Purpose

The audit trail utility tracks organisation changes over time so that accurate cost allocation can be applied even when assets have been reallocated.

Benefits

- Track changes to extensions over time to accurately track costs to individual employees or assets
- Track changes to people to show their movement across the organisation
- Track changes to departments to manage organisational changes over time
- Report scheduler automates the production of reports so that periodic tracking can be simplified

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 hybrid requirements.