

TNG

Telephone Management



Introduction

TNG is a web-based TMS (Telephone Management System) that allows you to identify and manage problem areas of your business telephone account. Its 'Drill Down' report functionality ensures that all information - from summarized to detailed - is available on a single report. You can view a summary report and drill down multiple levels to the detailed calls from within a single report without the need for any reloading or extra searches.

TNG is designed to run on both Windows and Linux operating systems, with the focus on ease of use, ease of installation and ease of maintenance.

It supports a large and ever-growing number of PABXs.

How will TNG benefit your business?

It is a well known fact that a Telephone Management System can save any company up to 30% in telephone costs.

TNG provides comprehensive reports to assist you with this. It also provides standard features for highlighting exceptional abuse in many aspects of phone usage. This includes cost, duration, and time taken to answer calls. These abuse flags are available in a live screen monitoring tool as well as via reports for later consideration.

From an ease of use and maintenance perspective you do not need any specialized skills to use or manage TNG.

Because it is web based, it can be accessed by up to 10 concurrent departmental heads at the same time, from any of the computers on your network. TNG also provides full access control to ensure that information is only available to those who need access to it.

Key features

- Summary reports contain drill down features to the detailed level.
- User-friendly web-based user interface.
- End-user configuration and maintenance.
- Installs on a single PC.
- Accessible from anywhere on the network through your standard Internet/Web browser.
- Full system maintenance access through a secure administrative login.
- Departmental Head access levels can be limited to specific departments only, or full access including general maintenance.
- Export data in real time for third-party applications through a TCP port and text file.
- Fast non-database system to ensure reliability, reduce report generation time and enhance overall system performance.
- Automatic deleting and archiving of old data.
- Simple and powerful rates system.
- Cost comparison between service providers with our call-costing calculator.
- Phone book facility to categorize, identify and search for telephone numbers.
- Supports both account codes and pin codes.
- Data Buffer warning can be enabled to let you know when the memory is almost full.
- Data Buffer supplied as standard with TNG.

Minimum PC requirements

Windows 2000/XP based systems or Linux.
 20 Megabytes of available memory for every 25000 records stored live.
 Web browser on each PC that needs to access TNG.
 A UPS is strongly recommended on the PC or server where TNG is installed.



FEATURE LIST

DESCRIPTION	TNG
FEATURES	
Access via LAN / WAN	•
Access via standard web-browser	•
Audible and visual warning for buffer	•
Automatic purging of old data	•
Call abuse flags	•
Cost calculator	•
End-user configuration and maintenance	•
Exporting of data	•
Fast searches	•
Phone book	•
Phone book groups	•
Private call flags	•
Supports least cost routing	•
Third party integration	•
Web based	•
REPORTING	
Detailed reports	•
Drill down facility on reports	•
Emailing of reports	•
Fast report generation	•
Preview and printing of reports	•
Reporting format	HTML
Reporting per date ranges	•
Reporting per time interval or time range	•
Summarised reports	•
Various report selection criteria	•
CONFIGURATION	
10 Department Head logins	•
Unlimited number of account codes	•
Unlimited number of departments	•
Unlimited number of extensions	•
Unlimited number of pin codes	•
Simultaneous use of pin- and account-codes	•
SECURITY	
Administrator login	•
Automatic logout of web-browser	•
Configurable access level	•
Department Head access per department	•
Multiple Department Head logins	•
Password protected	•
Technical login	•
SUBSCRIPTION AND UPGRADES	
Annual subscription for software updates	•
Automatic notification of upgrades	•
Update via internet	•
Register to receive update notification	•
Updates performed by end-user	•
Upgrade costs within the same version	Subscription
TECHNICAL INFORMATION / REQUIREMENTS	
Generic system (works on most PBX)	•
Data access	Memory
Call capacity - 25000 records per 20Mb RAM	•
Datatex Buffer standard	•
Linux compatible	•
Windows compatible	•
Minimum screen resolution	1024 x 768
Internet Explorer v6+ or Firefox v1.5+	•



Department Summary Report
By Extension

cs CC
2007 Datatex Dynamics CC
02965-84851

Department	Local	Long Distance	International
Admin	R13	R11	
Development	R7	R3	
Sales	R5	R7	
Support	R6	R0	
Technical	R1	R0	
Grand Totals	R32	R21	

Department Summary Report
By Extension

2007/02/15 00:00:00 - 2007/02/15 23:59:00 (Daily Interval - Between Dates)

Department	Local	Long Distance	International
Admin	R13	R11	R15
Development	R7	R3	R0
Sales	R5	R7	R0
Support	R6	R0	R0
Technical	R1	R0	R0
Grand Totals	R32	R21	R15

Extension Detail Report

Selection Criteria: Department Admin, Extension 126

Date Time	User	Number	Destination	Account	Outcome	Ring Time	Duration	Cost
2007-02-15 08:17:27	INC0MNG	INC0MNG			L_TRANSFER	00:00:35	R0:00	
2007-02-15 08:51:07	27824148532	SA - MOBILE - (ZA)			L_NORMAL	00:00:26	R0:00	
2007-02-15 09:22:43	27119238333	POMONA - (ZA)			O_NORMAL	00:01:56	R1:40	
2007-02-15 09:24:55	27218560705	SOMERSET WEST - (ZA)			L_TRANSFER	00:02:03	R0:00	
2007-02-15 09:34:35	INC0MNG	INC0MNG			L_TRANSFER	00:00:30	R0:00	
2007-02-15 10:15:04	27213804444	ERICA - (ZA)			O_NORMAL	00:00:32	R0:59	
2007-02-15 10:24:28	27213804444	ERICA - (ZA)			L_TRANSFER	00:03:20	R0:00	
2007-02-15 10:36:59	27126644644	PRETORIA - (ZA)			L_TRANSFER	00:00:13	R0:00	
2007-02-15 10:57:35	27215952602	BARRACK STREET - (ZA)			O_NORMAL	00:01:34	R0:60	
2007-02-15 11:02:43	27126644644	PRETORIA - (ZA)			L_TRANSFER	00:01:49	R0:00	
2007-02-15 11:19:45	27215293906	BARRACK STREET - (ZA)			O_NORMAL	00:03:16	R1:24	
2007-02-15 11:22:56	27214133000	BARRACK STREET - (ZA)			O_NORMAL	00:01:36	R0:61	
2007-02-15 12:11:49	27215952602	BARRACK STREET - (ZA)			L_NORMAL	00:00:30	R0:00	
2007-02-15 12:14:26	27514485596	BLOEMFONTEIN - (ZA)			L_NORMAL	00:00:27	R0:00	
2007-02-15 12:21:39	INC0MNG	INC0MNG			L_NORMAL	00:00:39	R0:00	

Dealer: