



Call reporting for every business

reportx



ideas that change everything

oak 
innovation

ReportX

...smarter ways to do business

Increased productivity, shorter waiting times, instant savings: ReportX is the first step to better call management.

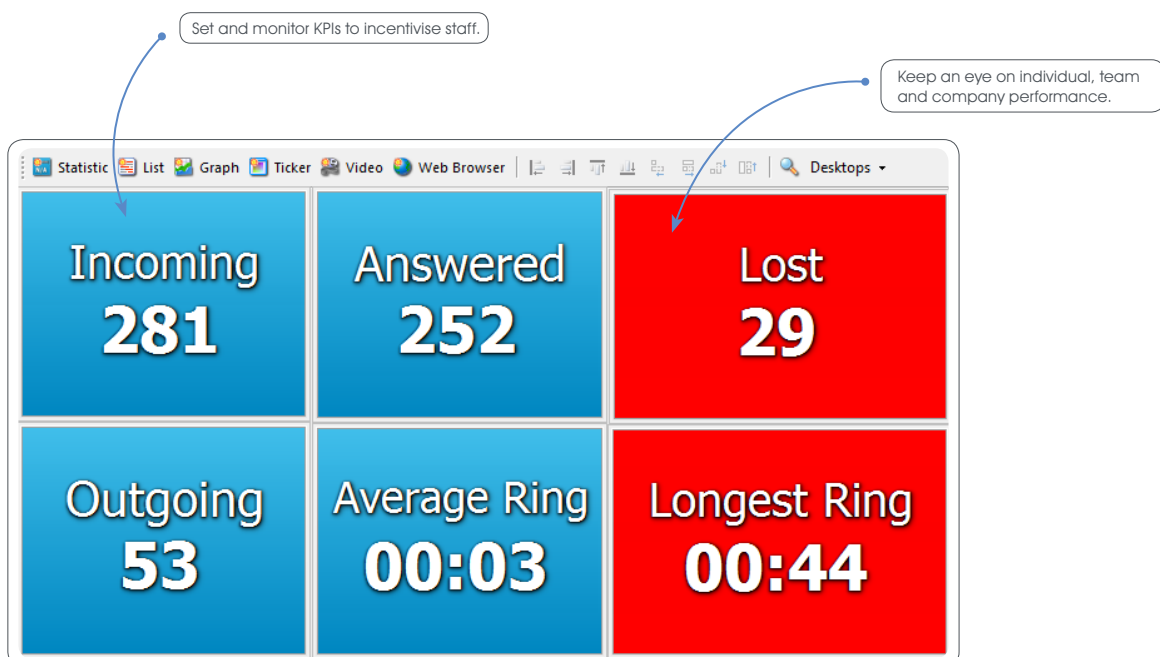
Call reporting at its best

ReportX is a user-friendly, cost-effective call reporting solution that helps you make a difference where it matters most: to your staff, to your customers, and to your bottom-line.

ReportX provides clear wallboard views and a comprehensive range of reports on all inbound and outbound call activity. It will help you understand, keep track of, and improve the use of communications across your business.

Take the guesswork out of communications management

1. **Save money on calls now and control costs in the future.**
2. **Monitor performance and set targets** for individual users and teams.
3. **View call and user activity** with comprehensive wallboard displays.
4. **Manage call activity** using historic reports.
5. **Improve customer service standards** with better staff scheduling to handle peaks and troughs.
6. **Benefit from technology** that is reliable and user-friendly.
7. **Integrate ReportX easily** with your current phone system.
8. **Add call recording** for even better call management.



Improve services across your business

ReportX is used by a wide range of businesses to service different areas of the business.

Telesales

Understand sales performance by monitoring call volume and total talk time and comparing these with sales figures. Set targets and display KPIs on a wallboard to incentivise staff to go the extra mile.

Customer service

Improve customer service by reducing wait times. Monitor the volume of incoming calls, including missed ones, and check wait times; add lines to improve service or remove some to save money.

Marketing

Quickly evaluate a marketing campaign by assigning a DDI, then run a report on that extension to see if it received sufficient calls to make it worth adopting a similar strategy again.*

Emergency services

Sometimes wait times must be kept to a minimum and no calls can afford to be lost, as for emergency services or alarm support teams. ReportX can quickly show you whether you have sufficient staff or phone lines to respond and keeps the numbers of any callers that hang up.

Billing

Use extension reporting as a billing tool where there is a shared phone system, as in an office shared between extensions, departments or in a business centre.

Fraud detection

ReportX automatically sends an email to highlight any exceptional phone activity.**

View a range of reports to see how well your business is performing.

The screenshot shows the ReportX software interface. On the left, there is a 'Cost Reports' menu with various report options: Summary By Group (Data Only), Summary By Group (Graphs Only), Summary By Group, Summary By Group/Extension (Data Only), Summary By Group/Extension (Graphs Only), Summary By Group/Extension, Summary By Extn/Value (Data Only), Summary By Extn/Value (Graph Only), Summary By Extn/Value, Summary By Extn/Duration (Data Only), and Summary By Extn/Duration (Graph Only). The main area displays the 'Cost Summary By Group (Data Only)' report configuration. It includes a 'Site(s)' dropdown set to 'All Sites', a 'For Date(s)' dropdown set to 'Today' with a 'Range' button, a 'Report Action' section with 'Run' and 'Example' buttons, and a 'Building Report' field set to 'Not currently processing'. At the bottom, there are 'Filters are Applied' buttons: 'Chart', 'Save Filters', 'Reset Filters', and 'Hold Filters (Ctrl)'.

Software you can trust

Oak have been designing and developing call reporting and recording products since 1987, combining innovation with intuitive design for clever solutions that anyone can use.

ReportX is part of Oak's best-selling 'X' Series of 'ready-to-go' products, already used by tens of thousands of businesses across the UK. It integrates seamlessly with any phone system, as well as any of Oak's call recording and integration tools.

ReportX comes with your choice of service package, so you can be sure we'll be there when you need us most: online, on site and on the phone. We'll make sure that your system works perfectly for you, and that you benefit from any future updates.



Call reporting for every business

Your solution; your choice

ReportX is available in Standard, Premium and Enterprise Editions, so you can choose the right options for your budget and requirements.

Options	Standard	Premium	Enterprise	Options	Standard	Premium	Enterprise
STORE CALLS				HISTORIC REPORT TYPES cont'd			
Fast retrieval of calls - Up to...	1,000,000	10,000,000	Unlimited	Department - presentation / graphs	1 only	✓	✓
Number of sites	single	5	Unlimited	Itemised - call presentation	1 only	✓	✓
COLLECT CALLS				HISTORIC REPORT VIEWING OPTIONS			
Collection Server running as a Windows Service	✓	✓	✓	Preview on screen with printing option	✓	✓	✓
All telephone systems supported	✓	✓	✓	Export - PDF, HTML, CSV & Word formats	✓	✓	✓
Local collection	✓	✓	✓	Run reports automatically & deliver by email	x	✓	✓
Remote collection, direct or IP buffer	✓	✓	✓	Alarm on exceptional calls via email	✓*	✓*	✓
SEARCH FOR CALLS				Inbound & outbound reporting extension			
Site	single	5	Unlimited	✓	✓	✓	✓
Date, Day, Time, inclusive or exclusive	✓	✓	✓	WALLBOARD MODULE			
Group, Extension, Line, Phone	✓	✓	✓	Historic call data	✓	✓	✓
CLI, DDI, Account	✓	✓	✓	Web page	✓	✓	✓
Cost, Duration, minimum & maximum	✓	✓	✓	RSS feed	x	✓	✓
HISTORIC REPORT TYPES				Video feed	x	✓	✓
Cost Control reports	2 only	✓	✓	XML database feed	x	✓	✓
Response Management reports	1 only	✓	✓	Number of Clients included	2 only	2 only	2 only
Dialled Number, Direction	✓	✓	✓	INSTALLATION			
Traffic Analysis reports	x	✓	✓	Helpdesk support available	✓	✓	✓
Account Code Billing	x	✓	✓	Remote diagnostic support available	✓	✓	✓
Summary - presentation / graphs	1 only	✓	✓	Installation service available	x	✓	✓
				* Only available with Detect module.			

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