

# perFORMance

FORM your company customer oriented



## An incoming call analysis application

Do you know how much of your incoming client phone calls are left unanswered? Most companies and other entities have no tool to measure this at all. perFORMance is an application that can help you measure and analyse the efficiency of receiving incoming phone calls and prevent that your clients end up calling your competition.

Analyse the efficiency of your telephone customer relationship activity. perFORMance is a full-featured call analysis application that enables managers to measure and analyse the efficiency of telephone operators. perFORMance is a statistical and reporting software complementing Aastra (formerly known as Ericsson) MX-ONE Telephony Server and Telephony Switch, and also Ericsson MD110 (BC10 and newer) PBX units.

The statistical processing of incoming calls helps you analyse the performance of your employees and phone operators. The purpose of perFORMance is to implement a statistical analysis of ringing and conversation time of answered and unanswered incoming calls on selected extensions of a PBX by means of processing various call scenarios.

The Settings screen is where extensions and groups of extensions are assigned for call data collection and also where the time interval of statistical analysis is defined.

The streamlined user interface grants the user full freedom in processing various call scenarios. By selecting the individual analysis criteria in check-boxes both simple and complex statistics can be compiled from any combination of the 13 call types in the Type 1 filter (e.g. calls handled by the PBX operator, incoming call or tandem call, internal call, congestion, abandoned incoming call, abandoned internal call, call to busy party) or of the 7 call types in the Type 2 filter (e.g. ordinary calls,

Type 1	Type 2	Begin time	Answer time	End time	Duration	Ringing	Conversation	Caller
Internal call	Answering party differs f	2010. 12. 20. 9:21:44	2010. 12. 20. 9:21:47	2010. 12. 20. 9:22:06	0:00:22	0:00:03	0:00:19	8559
Internal call	Ordinary calls	2010. 12. 20. 9:42:06	2010. 12. 20. 9:42:08	2010. 12. 20. 9:42:18	0:00:12	0:00:02	0:00:10	8532
Internal call	Ordinary calls	2010. 12. 20. 9:42:34	2010. 12. 20. 9:42:42	2010. 12. 20. 9:43:17	0:00:43	0:00:08	0:00:35	8532
Internal call	Answering party differs f	2010. 12. 20. 9:46:45	2010. 12. 20. 9:46:48	2010. 12. 20. 9:47:32	0:00:47	0:00:03	0:00:44	8559
Internal call	Ordinary calls	2010. 12. 20. 10:10:41	2010. 12. 20. 10:10:41	2010. 12. 20. 10:11:10	0:00:29	0:00:02	0:00:27	8050

long duration calls, answering party differs from the called party, group hunting calls, group call pickup calls, direct diversion calls, diversion on no answer).

The Statistics screen allows compiling reports from both current and archived calls.

### An indispensable analysis tool

Search results are shown at the bottom of the screen where all calls that meet the analysis criteria are listed. perFORMance explains complicated call scenarios by means of notes fields that give a verbal description of most call receiving situations (e.g. Answered incoming call to xxx hunting group. The call was transferred to Extension zzz).

Data can be archived and exported to \*.csv files to be further processed in third-party applications (e.g. in MS Excel).

**The screen also shows a detailed statistical summary of results:**

- Average ringing duration (sec.)
- Average conversation duration (sec.)
- Number of all calls
- Number of answered calls
- Number of valid unanswered calls
- Number of short unanswered calls
- Number of lost calls

**Filtering tool, timed reports**

Previously used and useful filtering sets can be saved for future use. Saved filters can be opened and reapplied to subsequent data sets.

Saved sets of filters can also be used for timed reports. Reports can be timed at daily, weekly or monthly intervals.

**Simple operation**

perFORMance has a password-protected user and a separate administrator interface. Operational efficiency is ensured by a system monitoring module which sends a notification email to the administrator in the event of a malfunction.

**Specifications**

Features	<p>Analysis and compilation of statistical reports of incoming calls on PBX extensions. Search, analysis, archiving and data export</p> <ul style="list-style-type: none"> <li>• History analysis of selected calls</li> <li>• Compilation of statistical reports for selected time periods, extensions or groups of extensions</li> <li>• Management of filter sets</li> <li>• Timed automatic report</li> <li>• Call data archiving</li> <li>• Export of report results to *.csv files</li> <li>• Two-level operation interface (user/admin)</li> <li>• System monitoring feature sending out notification e-mails in the event of a malfunction</li> </ul>
Number of extensions monitored	<ul style="list-style-type: none"> <li>• 100 (Enterprise version)</li> <li>• 10 (Small Business version)</li> </ul>
Filter set management (number of filter sets to be used)	<ul style="list-style-type: none"> <li>• 30 (Enterprise version)</li> <li>• 5 (Small Business version)</li> </ul>
Timed queries	In daily, weekly and monthly intervals
Database	MySQL
Communications systems supported	<ul style="list-style-type: none"> <li>• Aastra MX-ONE Telephony Server</li> <li>• Aastra MX-ONE Telephony Switch</li> <li>• Ericsson MD110 BC10 – BC12</li> </ul>
Server, operating system	<p>Server or PC</p> <p>Minimum hardware requirements: Intel Pentium 1.6 GHz CPU, 1 GB RAM, 80 GB HDD, Ethernet interface, Windows 2000/NT/XP/2003</p>



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