TNG IS A WEB-BASED TMS (TELEPHONE MANAGEMENT SYSTEM)

that allows you to identify and manage problem areas of your business telephone account. It is '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.

► **EASE OF USE**

► **EASE OF INSTALLATION**

► **EASE OF MAINTENANCE**

HOW WILL TNG BENEFIT YOUR BUSINESS?

DOWN 30%

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.
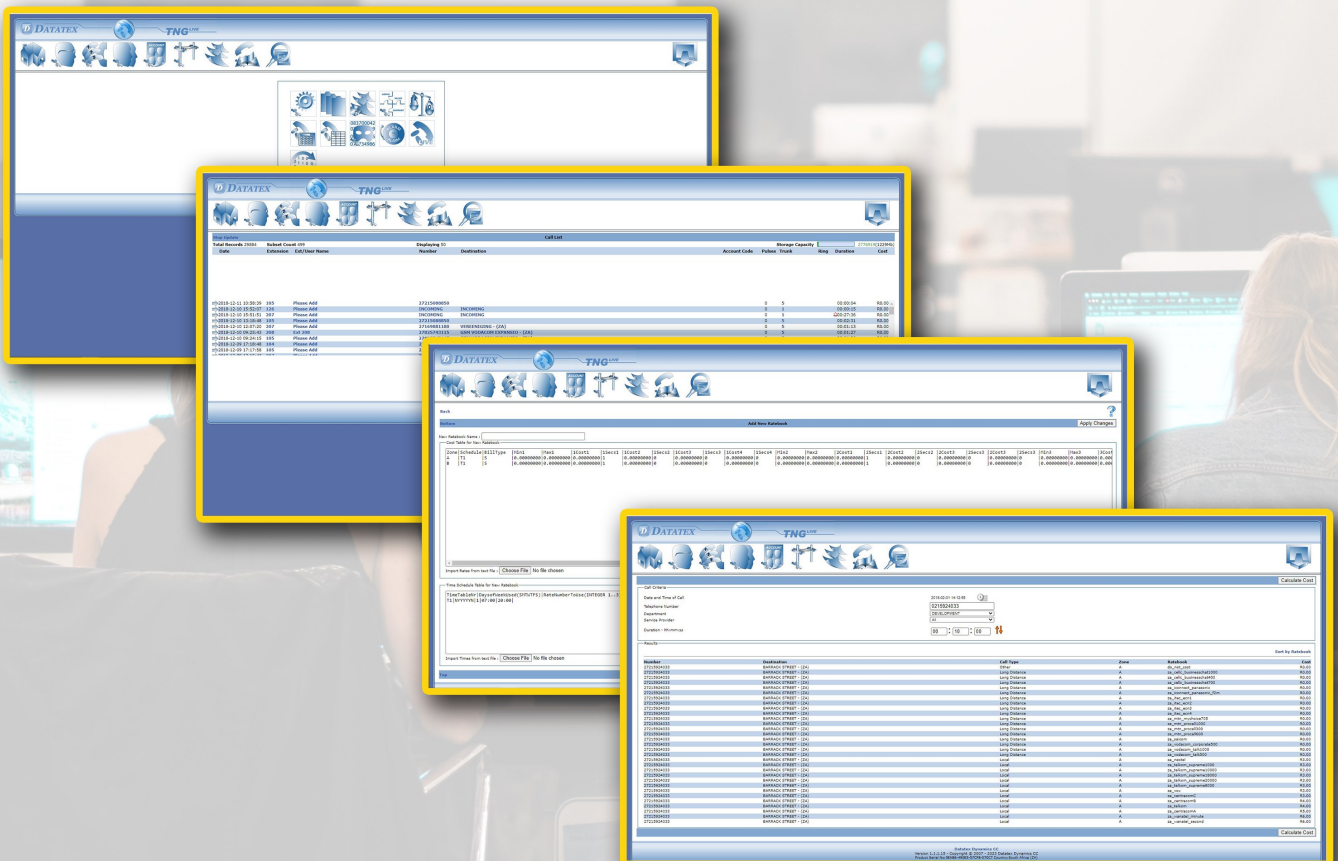
ACCESSIBILITY AND REPORTS

- ◆ User-friendly web-based user interface.
- ◆ Accessible from anywhere on the network through your standard Web browser.
- ◆ Summary reports contain drill down features to the detailed level.
- ◆ Flags for call abuse and private calls.

TEAM MANAGEMENT

- ◆ Departmental head access levels can be limited to specific only or full access including general maintenance.
- ◆ Phone book facility to categorize, identify and search for telephone numbers.

TECHNICAL MANAGEMENT

- ◆ Installs on a single PC with easy configuration and maintenance.
- ◆ Full system maintenance access through a secure administrative login.
- ◆ 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.
- ◆ Cost comparison between service providers with our
- ◆ call-costing calculator.
- ◆ Windows and Linux operating systems supported.
- ◆ Automatic deleting and archiving of old data.
- ◆ Supports both account codes and pin codes.
- ◆ Simple and powerful rates system.
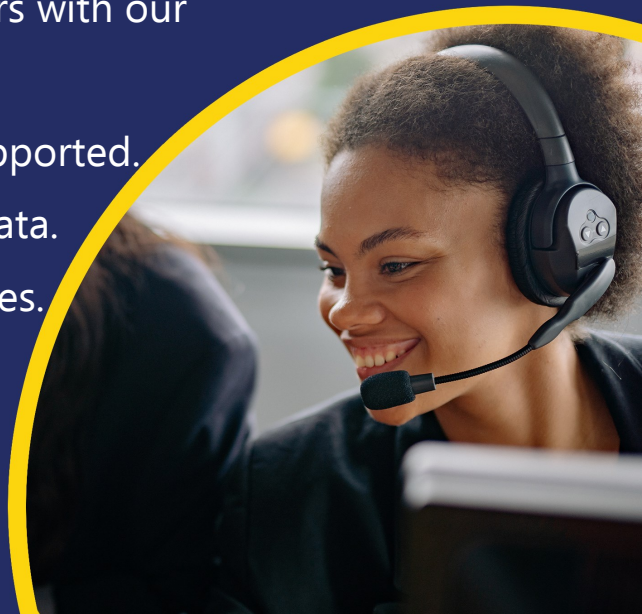
FEATURES

Access via standard web-browser
Automatic purging of old data
Access via LAN / WAN
Call abuse flags
Cost calculator

Phone book and phone book groups
Third party integration
Exporting of data
Private call flags
Fast searches

Detailed and Summarised reports
Various report selection criteria
Preview and printing of reports
Drill down facility on reports
Fast report generation
Email of reports

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
Minimum screen resolution (1024 x 768)
Windows and Linux compatible

Automatic logout of web-browser
Department head access per department
10 Department head logins
Configurable access level
Administrator login

Register to receive update notification
Call capacity—25000 records per 20Mb RAM
Automatic notification of upgrades
Updates performed by end-user
Update via internet

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