

TNG

TELEPHONE MANAGEMENT SYSTEM



**DATATEX
DYNAMICS**
Transcending Telephony Solutions



Introduction

TNG is a web browser 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. In the Enterprise Application, TNG Enterprise Server (TES), the call data from multiple sites can be uploaded to a central location, allowing both global consolidated or individual focused site reports.

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.
- Report scheduling and archiving.
- Report CSV export.
- User-friendly web browser based user interface.
- End-user configuration and maintenance.
- Standard edition installs on a single PC.
- Enterprise edition requires a pc and connects to one PABX and TNG.
- 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.
- Update extension names from PABX (if supported by PABX).
- Data buffer warning can be enabled to let you know when the memory is almost full.
- Data buffer supplied as standard with TNG.
- Supports Asterisk PABX.

Minimum PC requirements

Windows XP / Vista / 7 / 8 / Server 2008 / Server 2012 based systems or Linux.
Standard edition: 20 Megabytes of available memory for every 25000 records stored live.
Enterprise edition: Tested with 50 000 000 calls utilizing 35 Gb of disk space.
Minimum: 2 Gig on Linux
Minimum: 4 Gig on Windows Server
Web browser on each PC that needs to access TNG.
A UPS is strongly recommended on the PC or server where TNG is installed.

FEATURES

DESCRIPTION	STANDARD	ENTERPRISE
FEATURES		
Access via LAN / WAN	*	*
Access via standard web-browser	*	*
Animals and visual warnings for buffer	*	*
Automatic purging of old data	*	*
Barring and budgeting	*	PABX Dependent
Call abuse flags	*	*
Call masking	*	*
Co-branding	*	*
Custom rate-books	*	*
Number identification	*	*
Departmental markings	*	*
Department to cost centre allocation	*	*
End-user configuration and maintenance	*	*
Enterprise application	*	*
Exporting of data	*	*
Fast searches	*	*
Global extension directory	*	*
Inactivity and system alarms	*	*
Phone book	*	Global
Phone book groups	*	*
Private call flags	*	*
Supports least cost routing	*	*
Third party integration	*	*
Web based	*	*
REPORTING		
CSV export	*	*
Detailed reports	*	*
Drill down facility on reports	*	*
E-mailing of reports	*	*
Fast report generation	*	*
Preview and printing of reports	*	*
Reporting format	*	HTML PDF
Reporting per date range	*	*
Reporting per time interval or time range	*	*
Scheduled reports - e-mails	*	*
Scheduled reports - archiving	*	*
Summarised reports	*	*
Various report selection criteria	*	*
CONFIGURATION		
Department head logins	*	License
Auto updates of extension names from PABX	*	PABX Dependent
Unlimited number of account codes	*	*
Unlimited number of departments	*	*
Unlimited number of extensions	*	License
Unlimited number of pin codes	*	*
Simultaneous use of pin- and account-codes	*	PABX Dependent
SECURITY		
Administrator login	*	*
Automatic logout of web-browser	*	*
Auto updates of extension names from PABX	*	*
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		
Asterisk support	*	*
Generic system (works on most PBX)	*	*
Data access	Memory	Firebird
Call capacity - 25000 records per 20MG RAM	*	*
Call capacity - 50 000 000 records per 35 Gb of disk space	*	*
Datatex buffer standard	*	*
Linux Install Files	*	*
Windows Install Files	*	*
Minimum screen resolution	*	1024 x 768
Internet explorer v7+, Firefox v3+ or Chrome	*	*

Department Summary Report
By Extension

Department	Local	Distance	International
Development	87	83	
Admin	86	81	
Support	86	80	
Technical	81	80	
Grand Totals:	332	324	0

Extension Detail Report

Date/Time	User	Number	Destination	Account	Outcome	Ring Time	Duration	Cost
2007-02-15 09:17:27		NC0480	NC0480		L_TRANSFER		00:00:35	00.00
2007-02-15 09:21:07		2192448522	SA_MOBILE - (ZA)		O_JOURNAL		00:00:26	00.00
2007-02-15 09:24:43		2191929333	PONAKA - (ZA)		O_JOURNAL		00:00:56	00.60
2007-02-15 09:24:55		2721950705	SOMERSET WEST - (ZA)		L_TRANSFER		00:00:03	00.00
2007-02-15 09:24:55		NC0480	NC0480		L_TRANSFER		00:00:30	00.00
2007-02-15 10:15:04		2721904444	ERIC - (ZA)		O_JOURNAL		00:00:32	00.59
2007-02-15 10:26:30		2721904444	ERIC - (ZA)		L_TRANSFER		00:00:20	00.00
2007-02-15 10:26:30		2721904444	PRETORIA - (ZA)		L_TRANSFER		00:00:13	00.00
2007-02-15 10:26:30		2721950502	BARAKAS STREET - (ZA)		O_JOURNAL		00:00:24	00.00
2007-02-15 11:02:43		2721950444	PRETORIA - (ZA)		L_TRANSFER		00:00:49	00.00
2007-02-15 11:39:45		2721950306	BARAKAS STREET - (ZA)		O_JOURNAL		00:00:16	01.24
2007-02-15 12:12:56		2721413300	BARAKAS STREET - (ZA)		O_JOURNAL		00:00:36	00.81
2007-02-15 12:11:49		2721950502	BARAKAS STREET - (ZA)		L_JOURNAL		00:00:30	00.00
2007-02-15 12:12:26		2721445598	ELDMOUTHERN - (ZA)		L_JOURNAL		00:00:37	00.00
2007-02-15 12:21:39		NC0480	NC0480		L_JOURNAL		00:00:39	00.00

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