



Teleopti Pro

Take full control of your
company's telephony



Everything you need to cut costs, streamline administration and simplify internal processes

Teleopti Pro is an effective tool for controlling costs, monitoring quality and managing your communication services.

Whatever the mix of mobile, IP and fixed telephony, you get all information concerning costs, quality, services, traffic and hardware in one place. With a new report engine you can quickly slice and dice your company's statistics regarding costs, availability and response quality. You see where mobiles and workplace equipment are located and where costs are being generated in the company. You can simply verify that no incorrect payments are being made and that the right amount is paid. Furthermore, you can regularly follow up trends and make comparisons with key performance indicators for continuous improvements. The result: lower costs, less administration and simplified internal processes.

Build on demand

Teleopti Pro is based on a modular system; you choose components in keeping with your organisation's growing needs. The system is completely web based enabling simple distribution of information within the organisation thanks to web portals and scheduled reports.

Naturally, you can select which components are accessible to which users. Teleopti Pro also has a user-unique portal allowing you to choose which functions to place on the front page when starting the system.

Simplify administration with integration

Integrating Teleopti Pro with your financial and accounting system allows debiting files and traffic data to be imported directly into the system. Processed data can then be exported to other systems, which then automates large parts of the manual work.

In addition, Teleopti Pro can be simply integrated with internal registries and other current databases in the organisation. (e.g. HVD integration).





Save time with mobile integration

Teleopti Pro covers both fixed telephony and mobile telephony. Therefore you get a complete picture of your organisation's total telephony. And thanks to mobile integration, your company can save many processing hours. In a simple and seamless way you can directly import a file into Teleopti Pro containing all mobile traffic from the mobile operator, which drastically reduces the number of invoices.

Authorisation-controlled roles

Another new feature in Teleopti Pro is the division of various roles. Each respective role contains all the relevant functions necessary for that role. For example, under the Invoicing role you find everything needed to work on invoicing in Teleopti Pro. The roles facilitate navigation to each respective function and authorisations are controlled in accordance to the roles you can access.

Also supplied as a service

We can deliver Teleopti Pro as a traditional system solution or as a service.



Better overview with IT Service Manager

IT SERVICE MANAGER helps you manage, structure and search in all information concerning your organisation’s mobile and fixed telephony, as well as IT services.

IT Service Manager functions as a registry detailing all your organisation’s equipment and its location. Effective search applications enable you to see what can be reused and when an item needs upgrading. The registry can be connected to a price list, which gives you and other users an overview of equipment and subscriptions. Information in the registry provides a basis for budgeting and also provides clear data enabling invoicing for partial costs both internally and externally.

MDM manages all mobile and IT equipment

In an increasingly complex communications structure, keeping an eye on all mobile equipment and all services is a complex matter. Who has what, which subscription is used by each phone and which retailers are used by your company? When does a model become obsolete and when is it most advantageous to upgrade? Which IT equipment does each employee have and what software is installed on hand-held devices?

Thanks to IT Service Manager you have Mobile Device Management (MDM). With all information gathered and structured in a well-arranged way, your company gets a better overview, simplified administration and costs can be greatly diminished. For example, your company avoids paying subscription costs for equipment not in use, upgrades can be planned better and costs can be divided over various cost items. In addition, control provides greater security.





Optimise manning with Quality Manager

The QUALITY MANAGER module provides you with a daily overview of the loading on your company's telephony system. You get detailed information about the number of calls answered, waiting time, handling time, numbers of lost or interrupted calls, how many operators are logged on and their average workload. You can follow up call numbers and each operator can even follow up his or her own work. Thanks to the constant gathering of information, measurements and monitoring of traffic, you get a clear overview of operations on which to base your plans for improvement and optimisation of your manning.

Keep costs in check with Cost Manager

COST MANAGER compiles information about communication patterns and cost structures. You can establish user groups with different minimum and maximum consumption levels and monitor them. And very quickly, you discover when a user exceeds his or her intervals and can then prevent unnecessary costs.

Cost Manager is also on guard regarding suppliers' invoices. It is easy to verify if the right

amount is charged and whether new contracted rates have been applied to invoices. An extra finesse is to simulate the effects of various kinds of subscriptions or technical solutions and this provides an excellent basis for decision making and purchasing.

Produce tailor-made reports with Performance Manager

The PERFORMANCE MANAGER module provides brand new opportunities to produce statistics and tailor-made KPIs based on various needs. You can slice and dice the data you have, e.g. statistics about costs, availability and response quality, creating your own reports and saving them as templates. You can see where the organisation needs prioritised training initiatives or the development of new technical solutions. If you would like to continue working with the data, then simply export it to an Excel file. If you then e-mail a report to a colleague, the connection to Teleopti Pro remains so that the report is updated automatically with the latest data. Performance Manager is much more than 'a simple, little add-on'. It is more like an entire concept for operational reporting. In all cases, you decide what is displayed and from which period of time.



Control mobile telephony with Security Manager

SECURITY MANAGER compiles detailed traffic information about individual lines. You can analyse individual lines, voice mailboxes, modems and compile a history of particular calls. Security Manager hits the alarm if anything wrong occurs, for example if connections become locked, so correction can take place fast. You are also provided with information about user deviation of PBXs and other telephony. This can be crucial as more and more services for private mobile telephony are introduced. If mobile use far exceeds what is considered normal for business purposes, then the alarm is triggered. This can then be followed up and unnecessary costs prevented.



Maximise the advantages of Teleopti Pro with the help of Improve

An analysis of the current status provides the foundation for establishing objectives and developing an action plan to achieve these. Do you see the required results after implementing changes? How efficient is your telephony?

Improve is a three-year service that strives to continuously improve the quality, finances and efficiency of your telephony. Data is retrieved from the Performance Manager module in Teleopti Pro and processed in a number of reports.

Together with Teleopti's consultants, we make annual appraisals based on comparing data with the previous year's performance. Your data is also compared to other relevant companies' indicators in our benchmarking database. Currently we have the indicators of 150 companies in our database. Comparisons result in an improvement programme with recommendations concerning where savings and/or improvements can be made.

Thanks to Improve, you maximise the benefits from your Teleopti Pro. You receive a greater understanding and complete picture of your tele and IT administration and can prioritise and implement improvement in an effective way.

Our support gives satisfied customers

Our customers are the most important thing to us, we therefore invest heavily in our greatly appreciated support. Teleopti scores very highly in customer surveys: more than 96% of Teleopti's customers recommend us as a supplier. An opinion we are most humbly grateful for and very proud about.

System requirements

SERVER REQUIREMENTS

MS Windows 2003 Server

MS SQL Server 2005

MS SQL Reporting, Analysis och Integration Services

MS Internet Information Server, ISS 6

.Net Framework 2.0

CLIENT REQUIREMENTS (minimum)

Internet Explorer 7.0 (6.0)

A selection of our clients:

AstraZeneca, Ericsson, Municipality of Gotland, Municipality of Huddinge, Jönköping County Council, SAS, SEB, Stockholm County Council, Swedish Civil Aviation Authority, Swedish National Tax Board, Swedish Police Service, Tetra Pak, Uppsala University, Volvo, Värmland County Council and many more.

**A selection of system operators in collaboration with Teleopti:**

FIXED TELEPHONY AND IP

Avaya Definity

Cisco CallManager

Ericsson MD 110 and MX-ONE

NEC-Philips Sopho

Nortel Meridian 1 and MCS 1000

Siemens HiPath

DIRECTORY SYSTEMS / PERSONNEL REGISTRIES

Ericsson DNA

Microsoft AD

Netwise CMG

Oracle HR

SAP HR

Trio PresentOffice

Visionutveckling 80/20

MOBILE OPERATORS

3 Mobile

Tele2

Telenor

Telia

Vodafone

FINANCIAL AND ACCOUNTING SYSTEMS

Agresso

IFS

Lawson

Microsoft Dynamics

Oracle

Raindance

SAP

Scala

Teleopti Pro business partners

TELEOPTI PRO VENDORS

NEC-Philips

TDC Dotcom

TeliaSonera

PARTNERS DELIVERING TELEOPTI PRO
AS PART OF THEIR SERVICE OFFERING:

Coor

Effero

NEC-Philips

Siemens

Spring Mobil

TDC Dotcom

Telenor

TeliaSonera

FUNCTION PER MODULE IN TELEOPTI PRO

Role	Function	IT Service Manager	Cost Manager	Performance Manager	Quality Manager	Security Manager
USER						
	My costs					
APPLICATION MAINTENANCE						
	Attributes					
	Nodes					
	My nodes					
	Report distribution					
	Customer tables					
MANAGER						
	Billing reports					
INVOICING						
	Book services					
	Billing reports					
	Export data					
	Group your services					
	Import data					
	Accounts					
	Control reports					
	Verification tool					
	Periods					
	Simulate					
	Customer tables					
	Services					
	Traffic reports					
ORGANISATION MANAGEMENT						
	My objects					
	My organisation groups					
	Object					
	Organisation reports					
	Organisation structure					
	Persons					
	Scheduled imports					
APPLICATION SECURITY						
	User permissions					
ANSWER GROUP						
	Response quality reports					
RESPONSE QUALITY						
	Manage answer groups					
	Response quality cube					
	Response quality reports					
SECURITY DIRECTOR						
	Instant update					
	Detailed reports					
	Surveillance alarm					
OPERATOR						
	Operator reports					
OPERATOR ADMINISTRATOR						
	Administrate measure groups					
	Line names					
	Operator reports					
TRAFFIC MONITORING						
	Alarm					
	Consumer groups					
	Cost Cube					
	Log filters					
	Price lists					
	Tariff simulation					
	Traffic categories					
	Traffic reports					
	Trunc codes					



Teleopti is a world-leading provider of support systems and services for telephony and contact centres. The company is renowned for developing advanced and user-friendly solutions based on clients' requirements.

Teleopti Pro is available in Europe through our network of partners. Hundreds of enterprises in Europe rely on solutions from Teleopti to improve efficiency and service levels.

Teleopti, founded in 1992, has offices in Stockholm, Strängnäs, Malmö, Oslo, London, New Delhi and Dubai. Teleopti AB, P.O. Box 72, 182 17 Danderyd, Sweden

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