









VoiceGate 2.0 - Premium Telephone Management System

The Voicegate 2.0 Premium Telephony Management System is a cloud-based telephony management platform that allows for:

 <p>Centralised telephone management services.</p>	 <p>Live monitoring of call traffic for better efficiency.</p>	 <p>Live dashboard views - detailed or graph.</p>	 <p>Easy to use login platform.</p>	 <p>Multiple user access.</p>	 <p>Auto backup of your call data.</p>
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BENEFITS

- Suitable for capture of single site, multiple site solutions.
- Access to live data from any internet enabled device - PC, Laptop, Tablet, Mobile phones.
- Multiple user login and passwords, with restriction levels.
- Usage log per user.
- Customisable tier names (for all 8 tiers).
- Unlimited client list.
- Unlimited group names for your client list - Employees, Private, Business, Suppliers etc.

FEATURES



- Business Intelligence Graphical Analysis
- Automatic Budget Barring (PABX dependent)
- Wallboards
- Call Centre Reporting
- Livestream 3rd Party Integration
- Line Concurrency Reporting
- Bulk Processing of Call Records
- Including Cost Comparison Reporting
- Report Options
- Quick Report Feature
- Exchange Summary Report
- Extension Detail Report
- Account Code Summary
- Account Code Detail
- Top Numbers Dialed Report by Extensions
- Top Numbers Dialed Report by Account Codes
- Tiered Reports (group-by options)
- Private Number Suggestion Report
- Cost Comparison Report
- Exchange Detail Report
- Optional Account Code Report
- Customised Reports on Request
- Up to 10 Simultaneous Carrier Costings
- Fixed Cost Association to Extensions
- Quick Client List Feature
- Additional User Logins
- Proactive Alerting:
 - Automatic Email Notification
 - Unauthorised Calls
 - Expensive Calls
 - Long Duration Calls
- Automatic Scheduling of Reports via Email
- Automatic Budget Notification via Email