

VOICEGATE 2.0: PREMIUM TELEPHONE MANAGEMENT SYSTEM

The Voicegate 2.0 Premium Telephony Management System is a cloud-based telephony management platform.



Centralised services for telephone management.



Live monitoring of call traffic for better efficiency.



Live dashboard views - detailed or graph.



Easy to use login platform. Multiple user access.



Auto backup of your call data.

BENEFITS



Flexible

Suitable for capture of single site and multiple site solutions.



Accessible

Access to live data from any internet enabled device - PC, laptop, tablet, mobile phones.



Access-Controlled

Multiple user login and passwords, with restriction levels and usage log per user.



Customisable

Customisable tier names (for all 8 tiers).



Versatile

Unlimited client list and group names for your client list - Employees, Private, Business, Suppliers etc.



FEATURES - PREMIUM TELEPHONE MANAGEMENT SYSTEM

Business Intelligence Tools

- 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

Options

- Report Options
- Quick Report Feature
- Exchange Summary Report
- Extension Detail Report

Account Codes

- Account Code Summary
- Account Code Detail

Top Numbers

- Top Numbers Dialed Report by Extensions
- Top Numbers Dialed Report by Account Codes

Cost Control

- Tiered Reports (group-by options)
- Private Number Suggestion Report
- Cost Comparison Report
- Exchange Detail Report
- Optional Account Code Report

Customisation

- Customised Reports on Request
- Up to 10 Simultaneous Carrier Costings
- Fixed Cost Association to Extensions

Versatility

- Quick Client List Feature
- Additional User Logins

Proactive Alerting:

- Automatic Email Notification
- Unauthorised Calls
- Expensive Calls
- Long Duration Calls

Automation

- Automatic Scheduling of Reports via Email
- Automatic Budget Notification via Email



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