



## Application Name

Hosted Call Reporting

## Description

Advanced call administration tool providing detailed reporting data on allocated numbers call activities

## Features & Benefits

Always-on online web interface access providing instant access to call intelligence, aiding financial planning and business management

### Key Features and Benefits

- No software to buy or maintain
- No additional P.C's to buy or maintain
- Minimal connection costs
- Speedy & Minimal technical set up
- Pay As You Go
- Multi Site reporting as standard
- Cradle To Grave & Internal call tracking
- Works on MAC, P.C, Linux & Mobiles
- Disaster recovery built in
- Available anywhere & everywhere
- Up-to-date Real Time & Historical reports

## Hosted Call Reporting

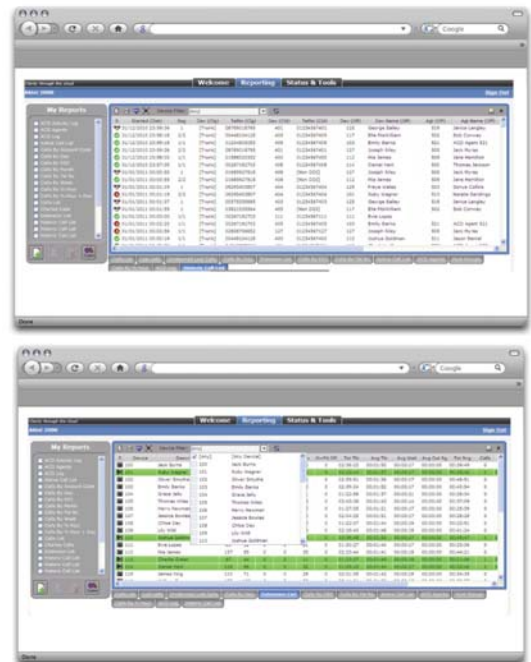
Flip Connect Call Reporting application provides business with a highly detailed Real-Time call reporting solution, delivered by a two tier MIS (Management Information Systems) service. The solutions offer Real-Time Agent List\*, Real-Time Hunt Groups, Agent Call Control\* and ACD Activity\* along with Archive and historical reporting on Calls By Agent\* and Calls By Hunt Group.

### MIS1000

MIS1000 is positioned to deliver a service where traditional Call Logging & Call Management systems have required software. MIS1000 is ideal for any business that values good customer service delivery.

### MIS2000

MIS2000 delivers a service where traditional Call Centre ACD and MIS reporting systems previously required software.



\* Available on MIS2000

System Requirements | <http://www.flipconnect.co.uk/ip-telephony/system-requirements>



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