

Callista® Multifunctional



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More than call recording.

Telephone costs can account for considerable business expenditure in any company. Callista® Multifunctional enables you to understand exactly where your time, money and resources are being spent.

Callista® Multifunctional for Windows® 2000 / XP Pro / 2003 combines telephone billing and cost recovery, PABX operator performance analysis, caller ID¹ and contact management in a comprehensive, integrated system. Powerful reporting features incorporate data and graphs for maximum information and maximum impact. The system's automatic report scheduler allows reports to be scheduled with minimum user intervention and can be activated daily, weekly, monthly or for any user-defined time period and printed/exported/e-mailed whenever you choose - automatically. User-defined graphs, filters and level of detail allows you to define exactly the information you require in the format you require.

Callista's automatic On-Line Update service² ensures your system is always up-to-date by delivering system upgrades and pricing tables updates and installing them automatically.

Main features

- Allocate correct call costs to employees, divisions, departments, tenants, clients, customers and projects
- Add margins to calls for efficient cost recovery
- Analyse the cost of calling mobile phones or of providing support to your customers
- Protect your business from phone abuse
- Determine the number of exchange lines required
- Analyse information about phone answering response times
- Locate peak calling times during the business week
- Follow up lost calls¹
- Powerful report filtering to provide exactly the report data you need
- Automatic On-Line Update² to keep your system up-to-date

performance.
professionalism.
profitability.

► Functionality

- Easy-to-use, intuitive interface, easy access to all options from a button or tree menu for both novice and advanced users
- All options are available from within Callista utilising common toolbars and interfaces
- Complete on-line user guide
- Report images and descriptions are integrated into the menu for easy identification of report information
- Reports provide powerful filtering options to produce exact data

► Reliability

- True 32-bit system for Windows 2000 / XP Pro / 2003 with robust, highest quality data communications
- Data communications diagnostics and monitors to facilitate speedy installation and ensure communications with the PABX are secure and are easily supported
- Log calls via LAN, serial port or to a file ³
- Real-time archiving of call data, even across networks, with automatic fall back/roll forward recovery to ensure total data integrity of the archives
- Automated nightly backup without losing any calls
- Direct web-based support - like having a support engineer at your PC with you
- Includes the Callista First Aid Tool Kit to detect, repair, backup and restore the database to ensure the highest reliability and availability
- Integrated industry standard zip/unzip of archived calls and backups to eliminate the need for any other zipping software or additional licensing
- Integrated e-mail to Callista support centres including automatic attachment of zipped call data for fast diagnostics and support
- Web-based automatic or manual updates to the software, PABX interfaces, reports, user guide and carrier pricing tables

► Comprehensive, flexible design

Support for an unlimited number of extensions, employees, departments, divisions and clients/projects

- Powerful PIN number support for clients, matters, employees or any combination
- Multiple pricing margin tables for adding mark-ups to calls for client billing
- Callista is shipped complete with major carrier pricing tables, fully supporting per second billing and national/international exchange names and numbers
- Fully featured customised pricing to allow users to configure their own negotiated rates with each carrier either as a discount from standard rates or as fully customised rates including multiple timing intervals, minimum and maximum call pricing, holiday and weekend special rate recognition
- Support for pricing over leased lines, virtual private networks (VPN), cellular trunk pricing and multiple carriers per call
- Carrier cost comparison for any exchange displaying the call rate changes throughout the day

► Powerful reporting

- Report on costs by employees, departments, divisions, clients; analyse call expenditure by call type and carrier; produce call statistics by destinations, numbers called and employees; analyse exchange line utilisation, call volumes, answer response times and lost calls. Produce bills for clients/matters, tenants, students and export to accounting systems
- Record and report on Caller ID¹, unanswered calls, answer times & track transferred calls for accurate call statistics
- Reports contain a combination of data and graphs to present different views of the same data for maximum analysis and maximum effect
- Select graph styles (including 2 & 3 dimensional) from 22 different options
- Powerful report filtering available on all reports to focus on the exact information you require
- Customise reports by selecting options to include details, summaries, new pages & graph styles to create reports the way you want them
- Export report information directly to Adobe Acrobat PDF, Word, Excel, HTML, Lotus, Text, ODBC and other formats
- Drill down analysis available on reports to view the details of call summaries
- True multi-user reporting with preferences and favourites recorded for each user
- Automatic report scheduling with easy user set-up and maintenance enabling you to print, export or e-mail reports

¹ Requires Caller Line Identification & your PABX must support this feature

² Available to Callista Cover contract customers only

³ Call logging options are dependent on your PABX

► Minimum system requirements

- Windows® 2000 / XP Pro / 2003
- P4 1GHz PC
- 256MB RAM
- 1GB hard disk space
- CD-ROM (local or network)
- 800 x 600 screen resolution (1024 x 768 recommended)
- Free USB port or Network IP port
- Internet connection for On-Line Update