

# Callista®

*multifunctional*



## More than call accounting

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® 95/98/Me/NT/2000/XP combines telephone billing and cost recovery, PABX operator performance analysis, caller ID<sup>1</sup> 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. User-created Crystal Reports can also be incorporated in the system's menu.

### 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
- Ensure service levels on inbound calls are being met
- Analyse information about phone answering response times
- Locate peak calling times during the business week
- Follow up lost calls
- Automatically identify callers before you answer the phone<sup>2</sup> and display full details of the caller
- Offer better customer service by utilising the system's integrated Contact Manager, incorporating to-do lists to keep track of your commitments

<sup>1</sup> Some PABXs do not support this feature  
Requires Caller Line Identification

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# intelligence for intelligent business

## 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 with interactive question & answer
- Report images and descriptions are integrated into the menu for easy identification of report information
- Reports provide either date range selection or specific options such as today, yesterday, this week, last week, this month, last month for quick and easy selection

## Reliability

- True 32-bit system for Windows 95/98/NT with robust, highest quality data communications
- Data communications diagnostics and monitors to speed installation and ensure communications with the PABX are secure and easily supported
- Real-time archiving of call data, even across networks, with automatic fall back/roll forward recovery to ensure total data integrity of the archives
- Utilises Intelli-Parse technology, intelligent PABX data interpretation increasing the tolerance to data communication interference and PABX service upgrades
- 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 licencing
- Integrated e-mail to Callista support centres including automatic attachment of zipped call data for fast diagnostics and support
- Web-based 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 ID, unanswered calls, answer times, DDI numbers separate the original and transferred portions of 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 from 12 different options
- Powerful report filtering available on all reports to focus on the exact information you require
- Export report information directly to 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
- And if Callista's many reports aren't enough, the system provides full integration of user-created Crystal Reports whose dictionaries and runtime engine are included in Callista. Simply add your reports to the Callista menu and the system will take care of selection, graph styles, data filtering, previewing/printing and other report options.

## More than call accounting . . .

- Caller ID screen pop over PC networks utilising thin server technology<sup>1</sup>
- Fully featured Contact Management database suitable for a wide range of applications and including contact details, note taking, client billing, to-do lists, contact history with customisable fields for each type of contact
- Integration from the Caller ID screen pop window and the Contact Manager to automatically locate caller details<sup>1</sup>

<sup>1</sup> Requires Caller Line Identification & your PABX must support this feature

### Minimum System Requirements

- Windows® 95 / 98 / Me / NT / 2000 / XP
- Pentium PC 100MHz processor
- 32MB RAM (minimum free at all times)
- 120MB hard disk space
- CD-ROM
- 3.5" FDD
- 1024 x 768 resolution screen
- BUS/PS2 mouse
- Free serial (COM) port