Insight ^{xps}

In business the stakes are always high
Take control with Insight ^{xps}

Improve Customer Response - Instant Incoming Call Reporting

Reduce costs - Easily identify high cost areas

Easy access web browser

Insight xps

improving customer service…reducing costs

The phone system is one of your most powerful business tools, especially for organisations that use it to drive business. It is therefore critical you respond and handle calls quickly, efficiently and cost effectively. To monitor performance and accurately measure and manage costs you need instant access to call and activity information. NT&T have designed Insight^{xps} to allow small and medium sized organisations access to sophisticated reporting through a standard web-browser which runs on any Microsoft Windows^{TM} operating system, previously only available to large corporations. Now any company can improve their response to customers who call them and reduce the cost of using the phone.

Insight^{xps} has been developed to provide you with management information to easily identify how effective your organisation uses the telephone. More importantly Insight^{xps} will allow you to make informed management decisions to improve the effectiveness of the phone as a critical business tool and control the cost.

View Incoming Call Response time

Insight^{xps} allows you to set up as many real time views and layouts as you require to monitor how efficiently calls are being answered. Any area of the organisation can be monitored and typically the sales department is on the list. Departments and individuals can be easily reported on.

Each system user can set up their own screen layouts in order that they only view the detail of interest to them.

Identify high cost calls instantly

Who has just made that call costing $12.75? The real time call list allows for immediate notification of high cost or long duration calls as well as a range of other selectable fields.
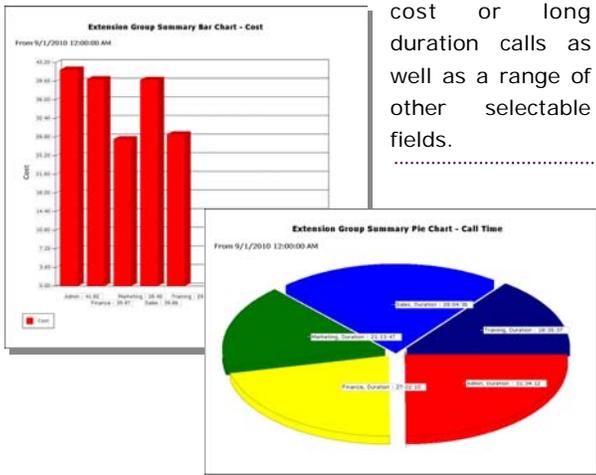
Discover high cost departments

Reports, pie and bar charts allow you to easily identify which groups of extensions are costing the most or spend the most time on the phone. Clearly sales oriented areas should be using the phone cost effectively as should people collecting debts. Maybe administration should be a low usage area.

Identify your most effective employees

The extension target report allows you to quickly see who is most effective when answering calls. This report details the calls offered to individual extensions a group of extensions such as the sales force. Average ring times are shown as well as the percentage of calls answered and unanswered.

At NT&T we believe that our job continues long after our clients system has been installed and we have developed our Customer Assurance program to keep systems running smoothly and at optimum level. We provide a range of high quality support services to give all our customer's total peace of mind.