

Introduction

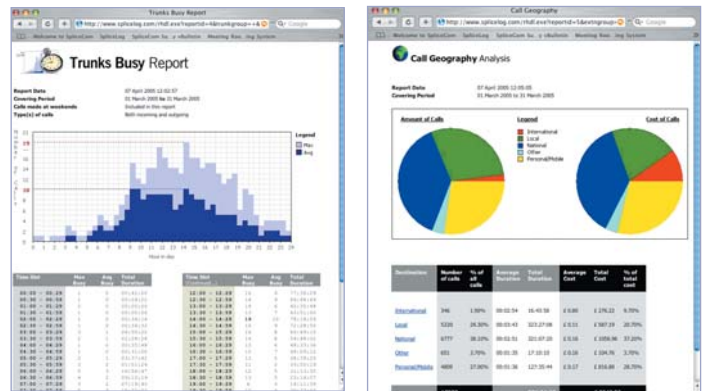
The **maximiser** business telephony system from SpliceCom provides a breakthrough in integrated communications. Developed from state of the art technology it delivers real life benefits associated with many traditionally separate components in one single, seamless system, supporting from 4 to 10,000 extensions. When used in conjunction with SpliceCom's broad range of Proactive Communication Stations (PCS), **maximiser** allows your core business applications to be converged with your voice and data network, "pushing" the relevant information to the desktops of those who need it in a timely and controlled manner.

Through the use of an innovative architecture, **maximiser** eliminates the physical and geographical limitations of traditional telephone systems, unifying networks whilst allowing great savings to be made on administration, management and infrastructure costs. This approach protects your initial investment by growing with you as your business driven needs for communication scale and become ever more demanding. SpliceLog Pro has been designed for use with **maximiser** to further enhance your overall business productivity by making Call Management and Call Recording even easier to set-up, maintain and manage.

Call Management

SpliceLog Pro, SpliceCom's next generation, web-enabled, all in-one Call Logging/Management/Recording application, has been specifically developed to work in conjunction with **maximiser**. Hosted on a Microsoft Windows platform, SpliceLog Pro is a single, easy-to-use application, which allows information to be viewed and reports to be run locally, via a simple Windows-style interface, or remotely through any standard web-browser - including SpliceCom's PCS 410 or PCS 50. SpliceLog Pro is simple to set-up, only two parameters need to be manually entered, whilst the rest of the configuration is totally automatic, using information stored in **maximiser**'s LDAP database. User & Department names, telephone numbers, LCR details, Account Codes are all downloaded to SpliceLog Pro in this manner.

SpliceLog Pro allows every phone call to be logged, checked, costed and stored automatically. Outgoing call statistics gives Administrators and Department Managers all the information they need to control their own telephone budgets. Incoming call records show if, when and where calls are being lost and how long users are taking to answer their calls. Line usage is also monitored so it's easy to see if more trunk lines are required - or if you're paying for too many! Reports can be generated at regular intervals and delivered by email, as can alarms for calls made to Premium Rate numbers, those exceeding a pre-defined duration or cost, or, if a team member misses an incoming call. SpliceLog Pro allows a wide range of Management Reports to be generated including: Trunks Busy, Call Geography, Top Call, Incoming Call Analysis, Target Responses, Frequently Dialed Numbers, Extension Usage & Custom Reports.



SpliceLog Pro supports up to 300 users and operates independently from the number of trunks or sites connected via a single **maximiser** system. This capacity can be expanded in increments of 100 users. As more users are added to **maximiser**, SpliceLog Pro will automatically detect the additions, once they are used for the first time, add them to the Call Logging database and begin the collection of call statistics. Built on and bundled with robust MySQL technology, SpliceLog Pro has no practical limits to the number of



calls it can store in its database. Data can be archived out of the live database into storage at any time, making room for more call records. Already using Microsoft SQL Server within your organization? An installation option within SpliceLog Pro allows this database to be used instead of the default MySQL. For a live demo of SpliceLog Pro please visit www.SpliceLog.com

Call Recording Management

SpliceCom's SpliceLog Pro also delivers in-built Call Recording management. When combined with **maximiser's** call recording capabilities (supplied as standard and capable of recording ALL incoming and outgoing calls), it provides a totally integrated, feature-rich solution, which delivers cost-effective Call Recording to even the smallest of businesses.

Date & Time	Extension	Destination	Dialled Number / CLI	Trunk	Duration	Cost (£)
02/03/2005 09:17:02	Trevor Phare	Local Call	2627430	91058	00:00:20	0.042
03/03/2005 10:19:18	Trevor Phare	Reduced Rate	08453088986	91046	00:01:46	0.059
02/03/2005 10:32:20	Trevor Phare	(answered)		25009	00:00:38	0.000
02/03/2005 11:02:32	Trevor Phare	(answered)	(00207753576)	25004	00:03:58	0.000
02/03/2005 14:18:16	Trevor Phare	Vodafone	07876396254	91041	00:09:10	1.274
02/03/2005 16:53:01	Trevor Phare	(answered)	(01293816000)	92002	00:02:56	0.000
02/03/2005 17:56:32	Trevor Phare	Warwick	01926512163	91056	00:00:18	0.042
03/03/2005 10:02:37	Trevor Phare	Vodafone	07876398254	91060	00:02:42	0.378
03/03/2005 10:32:20	Trevor Phare	(answered)		25009	00:00:38	0.000
03/03/2005 11:48:19	Trevor Phare	(answered)	(0160674488)	25002	00:03:20	0.000
03/03/2005 16:53:01	Trevor Phare	(answered)	(01293816000)	92002	00:02:56	0.000
03/03/2005 17:56:32	Trevor Phare	Warwick	01926512163	91056	00:00:18	0.042
04/03/2005 10:32:20	Trevor Phare	(answered)		25009	00:00:38	0.000
04/03/2005 11:53:30	Trevor Phare	Local Call	6877777	91058	00:03:28	0.117
04/03/2005 14:18:16	Trevor Phare	Vodafone	07876398254	91041	00:09:10	1.274
04/03/2005 16:07:36	Trevor Phare	(answered)	(01132721245)	25004	00:00:48	0.000
05/03/2005 09:17:02	Trevor Phare	Local Call	2627430	91058	00:00:20	0.042
05/03/2005 10:19:18	Trevor Phare	Reduced Rate	08453088986	91046	00:01:46	0.042

Typically, this type of solution is still delivered by combining products from three different vendors - PBX, Call Recording & Call Management - offering very little (if any) integration and requiring all three products to be configured and managed separately. For smaller businesses, the cost of an entry-level call recorder alone is likely to be several times the cost of their telephone system.

SpliceLog Pro allows Call Recordings that are then made on **maximiser** - either automatically or manually - to be exported, searched/managed and played-back.

Details of the Call Recording - including the ability to "click & play" - are included with the full call logging record of each call. All you need to decide is how many concurrent telephone calls you'll need to record at any one time and then purchase the appropriate number of channel licenses. You can start out with as little as two concurrent telephone call recordings being exported to SpliceLog Pro - and then increase it by one concurrent call at a time, if or when required. Not sure if you really need Call Recording, then try before you buy. Each copy of SpliceLog Pro comes with a free 14-day trial licence allowing two concurrent call recordings to be exported.

0060	00:00:04	0.042	
0060	00:00:45	0.042	
0060	00:00:02	0.042	
0060	00:02:33	0.042	
0060	00:03:57	0.042	

Listen to this call...

02:52:35 £ 2.188

SpliceCom - Understanding Your Business

In the world of Business Telephony, SpliceCom are unique. A privately funded British company formed in 2001, our founders headed up the two most successful UK voice and data convergence companies of the 1990's - SDX Business Systems and Network Alchemy. SpliceCom's **maximiser** "Pure IP PBX" product family converges voice, video and web enabled IT applications at the desktop within a single system, providing tangible business benefits for all types of companies, irrespective of their size. Having commenced shipments in early 2003, **maximiser** was voted the "Most Innovative Product" at one of the UK's premier communications trade events, Comms Channel Expo 2004, whilst SpliceCom's PCS 50 for Mac OS X IP Softphone/Phone Partner application picked up the award in 2005. You can find out more about SpliceCom by visiting www.splicecom.com

SpliceLog Pro - System Requirements

- Operating System:** Microsoft XP Professional, Windows Server 2000 or 2003
- Processor:** Intel Pentium 4 3.0 GHz or Equivalent
- Memory:** 512 MB RAM
- Disk:** 250 GB HDD
- Other:** 10/100 Mbps Network Adapter. DVD Writer

