

# SL1100 Communications Analyst



## At a Glance

- Provides detailed and summary reports of incoming and outgoing call activity
- Analyzes call traffic to reduce costs
- Provides access to reports from anywhere via a web-browser and internet access
- Measures campaign response to optimize marketing budgets
- Provides accurate billing data and proof of calls

## Overview

NEC's SL1100 Communications Analyst provides an easy-to-use, graphically-oriented software package that captures, monitors and analyzes phone calls and trunk usage for single or multiple locations. It provides the productivity measurement, cost management, toll fraud monitoring and billing creation functions required to get a clear picture of voice and network activity. This information can improve your company's level of service and increase your Return on Investment (ROI).

Because it is a scalable solution with uncomplicated licensing requirements and easily-implemented upgrades, it can grow as your business grows – and its enterprise-level database standards ensure that your company will never outgrow it. Its data can be centralized and made easily accessible from multiple phone systems and locations across the network. Communications Analyst even integrates seamlessly with most Property Management Systems (PMS). Those in the hospitality industry will find its customer billing features especially useful.

## Solution

### Analyzes Call Traffic to Reduce Costs

Use Communications Analyst's Traffic Analysis features to reduce costs and increase revenue by enabling your business to efficiently allocate resources, eliminate excess trunk capacity and increase productivity.

Traffic Analysis provides the ability to:

- Document and understand trunk usage
- Track incoming and outgoing trunk calls in real-time
- Access information that provides a clear understanding of telecom infrastructure use
- Demonstrate the outcome of adding and removing trunks on the system through its provided Erlang B Traffic Model, which includes:
  - **Busy Hour Traffic** (in Erlangs) is the number of hours of call traffic there are during the busiest hour of operation of a telephone system.
  - **Blocking** is the failure of calls due to an insufficient number of lines being available. E.g. 0.03 mean 3 calls blocked per 100 calls attempted.
  - **Lines** is the number of lines in a trunk group.

An additional feature enables users to monitor employee productivity by viewing and analyzing call activity. Problem areas can be quickly identified and addressed with training geared to correct specific inefficiencies.

### Provides Access to Reports from Anywhere

Web reporting enables users to access reporting data from anywhere via a web browser and internet access. Managers can monitor agent productivity and make adjustments to increase profitability even while they are away from the office. Communications Analyst can automatically email daily call reports to representatives about each department's performance against its goals.

### Measures Campaign Responses

Campaign Manager tracks and measures response to specific campaigns by associating their performance with specified call traffic. It provides information about the number of calls a campaign generates and helps companies optimize their marketing budgets. This functionality offers critical help to retail, real estate and other businesses that run marketing campaigns.

### Provides Accurate Billing Data and Proof of Calls

Client Matter can help your business ensure that precise customer billing data is provided and that proof is retained of all calls billed. Contacts can be imported or exported between email programs and Communications Analyst, and hourly billing rates can be associated with those contacts.

This feature associates group contacts with specific projects, then generates billing reports for all associated project calls made to and from the grouped contacts.

## Available Reports

Type	Title
<b>Date and Time:</b>	Detailed Calling by Day Summary Calling by Day Summary Calling by Day-of-week by Day Summary Calling by Hour-of-day by Day Summary Calling by Hour-of-day by Day-of-week Summary Calling by Half-hour by Day-of-week Line Usage by Hour-of-day by Day-of-week Line Usage by Minute-of-day by Day-of-week
<b>Line and Extension:</b>	Detailed Calling by Extensions Summary Calling by Extensions Detailed Calling by Lines Summary Calling by Lines Detailed Calling Cost by Extensions Detailed Calling with Location and Contact name Detailed Calling with Location and Caller ID/Line Name Summary of Call Distribution by Extensions Summary Calling by Extensions by Day-of-week Summary Calling by Extensions by Hour-of-day Summary Calling by Hour-of-day by Extensions
<b>Account Codes:</b>	Detailed Calling by Account Codes Summary Calling by Account Codes Summary Calling by Account Code by Calls Summary Calling by Account Code by Duration
<b>Frequency and Duration:</b>	Most Frequently Called Numbers Longest Called Numbers Most Expensive Calls Summary Short Calls by Lines
<b>Trunk Type and Carrier:</b>	Summary Calling by Carrier by Day
<b>Geographic:</b>	Detailed Calling by Area Codes Summary Calling by Area Codes Detailed Calling by Country Codes Summary Calling by Country Codes Detailed Calling by Country Codes by Extensions Detailed Calling by Area Code by Day Detailed Calling by Country Code by Extension Groups
<b>Other:</b>	Contact List Detailed Call List Unassigned Phone Numbers
<b>Contact:</b>	Time Billing by Contact Time Billing for All Contacts Detailed Calling by Contacts Detailed Calling Cost by Contacts by Country Code Summary Calling by Contacts Detailed Calling by Company Detailed Calling Cost by Company by Country Code Summary Calling by Company
<b>Zone:</b>	Detailed Calling by Zones Summary Calling by Zones
<b>Client Matter:</b>	Time Billing for Client Matters Detailed Calling by Client Matters Summary Calling by Client Matters
<b>Advanced Reports - ANI &amp; DNIS:</b>	Summary Call View by ANI by Day Summary Call View by DNIS by Day Detailed Call View by DNIS

Empowered by Innovation



Corporate Headquarters (Japan)  
NEC Corporation  
[nec.com](http://nec.com)

Oceania (Australia)  
NEC Australia Pty Ltd  
[nec.com.au](http://nec.com.au)

North America (USA & Canada)  
NEC Corporation of America  
[necam.com](http://necam.com)

Asia  
NEC Corporation  
[nec.com](http://nec.com)

Europe (EMEA)  
NEC Unified Solutions  
[nec-unified.com](http://nec-unified.com)

**About NEC Corporation of America** Headquartered in Irving, Texas, NEC Corporation of America is a leading provider of innovative IT, network and communications products and solutions for service carriers, Fortune 1000 and SMB businesses across multiple vertical industries, including Healthcare, Government, Education and Hospitality. NEC Corporation of America delivers one of the industry's broadest portfolios of technology solutions and professional services, including unified communications, wireless, voice and data, managed services, server and storage infrastructure, optical network systems, microwave radio communications and biometric security. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with operations in 30 countries and more than \$38.5 billion in revenues. For more information, please visit [necam.com](http://necam.com).

SW13008 | v.02.21.13

© 2013 NEC Corporation. All rights reserved. NEC, NEC logo, and UNIVERGE are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All trademarks identified with ® or ™ are registered trademarks or trademarks respectively. Models may vary for each country. Please refer to your local NEC representatives for further details.