



report



call logging editions

Options	09 standard	09 premium	09 enterprise
Store Calls			
Fast retrieval of calls	Up to 1,000,000	Up to 10,000,000	Unlimited
High performance SQL database included	✓	✓	✓
Number of sites	single	Up to 5	Unlimited
Collect Calls			
Collection Server running as a Windows Service	✓	✓	✓
All telephone systems supported	✓	✓	✓
Local collection	✓	✓	✓
Remote collection, direct or IP buffer	X	✓	✓
Search for Calls			
Site	single	Up to 5	Unlimited
Date, Day, Time, inclusive or exclusive	✓	✓	✓
Group, Extension, Line, Phone, CLI, DDI, Account	✓	✓	✓
Cost, Duration, minimum and maximum	✓	✓	✓
Historic Report Types			
Full range of Cost Control reports	✓ 2 only	✓	✓
Full range of Response Management reports	✓ 1 only	✓	✓
Full range of Traffic Analysis reports	X	✓	✓
Full range of Account Code Billing reports	X	✓	✓
Summary style presentation with graphs	✓ 1	✓	✓
Group / Department style presentation with graphs	✓ 1	✓	✓
Itemised style call presentation	✓ 1	✓	✓
Historic Report Viewing Options			
Preview on screen with print option	✓	✓	✓
Export in PDF, HTML, CSV & Word formats	✓	✓	✓
Run reports automatically and deliver by email	X	✓	✓
Live Report Types			
Statistics Server running as a Windows Service	X	✓	✓
View Call activity	X	✓	✓
View Alarm activity, with immediate notification	X	✓	✓
View Fraud activity, with immediate notification	X	✓	✓
Summary style presentation with graphs	X	✓	✓
Itemised style call presentation	X	✓	✓
Notification by Screen Popping, SMS, or email	X	✓	✓
Installation			
Includes full range of carrier costing tables	✓	✓	✓
Helpdesk support available	✓	✓	✓
Remote diagnostic support available	✓	✓	✓
Installation service available	X	✓	✓



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Report is part of the integrated Comms Suite.

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Oak, developing market leading Communications Management Systems since 1985