

DTLog internet services

Web-enabled reporting service for Meridian 1



The Next generation of Telecom reports

DTLog Internet Services allows for your customer access to their service performance reports with industry standard web browser and the Internet. DTLog Internet reports are available online or as a scheduled service with Email.

DTLog Internet services collects the data from customer PBXs, stores it into databases and delivers reports to an Internet server. All reports can be viewed and printed anytime, anywhere with standard web browser and Internet connection.

DTLog is a platform for the Meridian 1 distributors that want to offer Next generation services for their customers.

Reports from the Internet

DTLog Internet Services offers a possibility to distribute customer reports through Internet. Reports can be offered as a service to Meridian customers.

Customised service reports for management

DTLog presents the Call Center's ACD statistics and data in easy to read and analyse formats to help your customers supervise and monitor customer services.

There are three key reports: ACD group performance report, Agent position report and Calls accepted report that describes the call center ACD traffic. Reports can be printed in seconds, minutes or hours in graphics or text format.

With customised graphics reports the information is presented in easy-to-read way. All reports are comparative at previous 7 days, 4 weeks and 3 months periods.

Scheduled reports

With DTLog Internet Services reports can be scheduled to be sent automatically by Email to your customer. Reports can be scheduled to be received daily, weekly or monthly on preferred day.

Benefits

- ☐ Distribute customer reports easily over the internet
- ☐ Low entry
- ☐ No investment for customer
- ☐ No customer site systems
- ☐ Can be sold with maintenance agreement

Features

- ☐ Multiple customer PBXs
- ☐ Multiple users
- ☐ Reports with internet browser
- ☐ Efficient service
- ☐ Reports in text and graphics
- ☐ Scheduled reports by Email

Technical requirements

DTLog Web Server (Win NT)

DTLog Server (Win NT)

PBX buffer on customer site

Meridian1 PBXs with ACD C

Start enhancing your customer service now! Contact us.



Dialtone Ltd

Asemamiehenk. 4, FIN-00520 Helsinki. Tel +358 9 2200 2868, Fax +358 9 1552180

Www.dialtone.fi, Email: info@dialtone.fi