



# advance<sup>2002</sup>

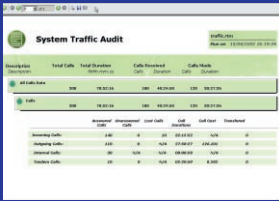
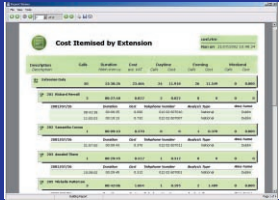
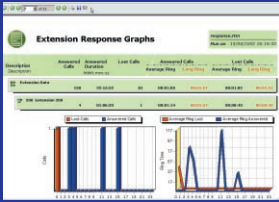
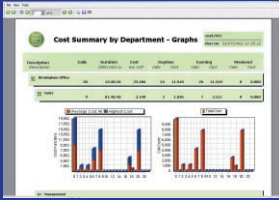
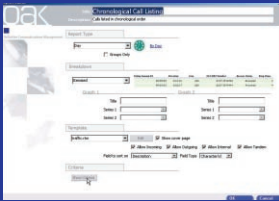
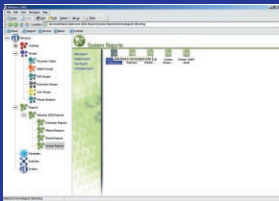
Definitive Call Management

Advance 2002 is the latest product in the Advance line of Communications Management Systems, now offering full client-server architecture and an extensive new feature list.

Whether your needs are simple monthly cost reports, or the management of several thousand extensions over a wide area network, Advance 2002 is designed for you. Never before has a Call Management System been as user friendly and adaptable; the reporting suite has been further enhanced, providing powerful and flexible reporting options, including automatic distribution via email.

Using industry standard client-server SQL database storage and running on Windows NT4, Windows 2000 Professional or Windows XP Professional platforms, Advance 2002 provides the ease of use and outstanding performance our customers have come to expect.

oak



**Powerful Reporting Suite -**

A range of standard reports is provided with the system, including a comprehensive range of graphs and statistics, along with the complete reporting suite from Advance Classic, presented in the new Advance 2002 style.

**Visual Report Editor -**

Additional customised reports can be created to meet the exact needs of each client. Users can define reports down to individual field level and a complete range of selection, sort, field and format criteria can be applied. Users can also customise the look and feel of reporting to meet their own corporate style and preview reports on screen with zoom and page search facilities.

**Department and Extension Cost Analysis -**

Allows all extensions to be named and placed into cost centres and then breaks them into local, regional, national, international, mobile and premium rate groupings. Cost Centres may contain extensions for one or more sites. Advance 2002 automatically caters for all major carriers.

**Response Analysis -**

Can analyse the time taken to answer calls; at switchboard, department, or extension level. We can tailor your software to maximise the amount of information available from your SMDR / CILE output. However, it should be noted that comprehensive ring time information is not available from all phone systems.

**Calling Line Identity (CLI) Analysis -**

Many incoming calls can list the caller's phone number. This allows both summary and itemised reports to be produced, detailing the most frequent callers to the company. CLI can also help track down nuisance calls or provide the phone number for callers who have hung up, following a long ring time.

**Traffic Analysis -**

Can produce full Erlang and Busy Hour statistics to determine the correct configuration of lines and extensions.

**Account Analysis -**

Allows users to allocate client account codes to generate summary and itemised reports for calls made on behalf of clients. Furthermore, an overall cost of each client can be obtained by increasing the standard call charge and adding a professional charge per hour.

**Product Features**

- The Explorer style interface has been further enhanced, allowing users familiar with standard Windows programs, such as Windows Explorer or Internet Explorer, to become quickly familiar with Advance 2002 and get the most from the system in the shortest possible time. Each item, such as extension, line and telephone number is further graphically identified within the user interface to help with familiarity and ease of use.
- View reports in your browser in HTML format, publish the reports to intranet or internet.
- Industry standard client-server SQL database is used to store all reference and call information. Unlike entry level databases such as MS Access, fully compliant ANSI SQL type databases offer greater reliability, better real time and multi-user performance, secure operation and are scalable from a single site to the largest of networks.
- Real time processing and reporting allows call management information to be added to the database in real time and is updated if additional call or transfer information becomes available, thus allowing for the best possible reporting in real time ever. At the instant the call is received from the telephone system, the information is processed and is immediately available for multi-user and active reporting.
- Simple and complex hierarchies are available, allowing extensions to exist in multiple hierarchies, giving more flexible reporting.
- Visual Communications Editor - Oak has developed a new innovative technology for the interpretation of all forms of Communications data. An XML definition file is created which allows for easy updating and customisation of what can be a regularly changing data format. This in turn ensures the long term reliability and accuracy of the reporting suite.
- Reports can be scheduled to run automatically and the results emailed to the relevant users, thus minimising the amount of system maintenance required.

**First Class Service**

- As our flagship product, Advance 2002 comes as standard with a minimum of Level 4 Service Agreement which includes: Remote diagnostics, secure website access for technical support, regular newsletter, custom tariff update, 15 technical support credits, free software updates, free training / re-training sessions and substantial percentage savings on future software upgrades and additional services or modules.

**First Class Choice**

- Advance 2002 is available as software only or a complete turnkey solution.

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For details of the full Oak product range, visit us on the web at [www.oak.co.uk](http://www.oak.co.uk)

