

K|S|S

www.kelmar-software.com

Product Range

KSS Call Recorder

KSS Call Manager

KSS Call Control



Specialists in Call Recording and Call Management Software

Want a better Solution?

Missed calls can cost sales.

Do you know how many calls you are missing and what this could add up to in lost orders?

Accurate facts are the key to dispute resolution.

After the event could you prove conclusively who agreed what and when and at what cost to your business?

Employment costs are a major overhead.

If you could help staff work more efficiently, what effect would that have on the bottom line?

Telephone lines cost money.

Do you know if or when your lines are at maximum capacity and the cost to your business?

Motivation boosts performance.

Want to add a new dimension to the performance of tele-sales and support staff?

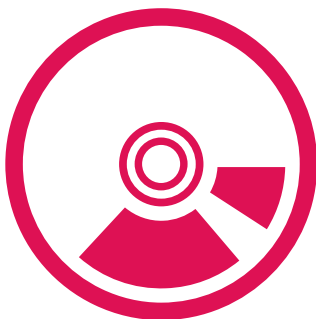


PRODUCT RANGE

KSS call recording and call management solutions provide detailed information and feedback about every aspect of telephone performance. The benefits can be seen in enhanced customer service and real gains in productivity.

CALL RECORDER

Knowing 'who' said 'what' during a call makes for better results across the board.



- Simple player controls mean easy playback and call manipulation.
- Calls are encrypted for legal compliance and guaranteed confidentiality.
- Quick search uses intuitive call identifiers for more accurate call retrieval.
- Share recordings in popular playback formats which are easy to export and archive.

CALL MANAGER

If you can measure it, you can manage it. Call Manager provides the detail behind more profitable decisions.



- Up to the minute facts and call handling statistics clearly presented.
- Comprehensive reports that can be customised and scheduled.
- Management by exception approach keeps you informed when problems occur.
- Real time information enhances call handling.

CALL CONTROL

Integrates your telephone with your computer for faster, more professional call handling.



- Control basic and advanced telephone functions direct from your computer desktop.
- Customised action screens for fast access to frequently used contacts and data.
- Screen pops reduce call handling times and increase productivity.
- View detailed caller information to provide a more personal service.

K|S|S CALL RECORDER

Simple • Powerful • Productive

Call recording is essential for any organisation. It provides undisputed facts about telephone calls resulting in more effective dispute resolution, improved customer service or helping tele-sales staff raise their game.

SIMPLE SOLUTIONS

RESOLVE DISPUTES MORE EFFECTIVELY

Disputes with customers can be damaging and expensive. A physical record of the call gives you the facts about 'who' said 'what' and 'when', enabling disputes to be resolved effectively.

IMPROVE TRAINING RESULTS

For training that really sticks, use recordings of the actual conversations your staff have with customers or clients. Reference to real situations reinforces the learning process.

WIN MORE BUSINESS

What do your top performers do on the telephone that makes them so successful? Listening to how they work can help pinpoint "training fixes" that may help less successful colleagues.

COMPLY WITH LEGISLATION

Are your staff adhering to statutory guidelines for customer transactions? Record their calls and protect your business. KSS provides a solution for PCI DSS compliance too.



“Knowing ‘who’ said ‘what’ during a call, makes for better results across the board.”

FIND & LIST CALLS FAST

To find a call, simply use whatever information you have. KSS Call Recorder offers you a variety of search options like the caller's number, the date and time and the user or extension that handled the call. You can even search by information listed in Notes attached to specific calls. All calls that match your search criteria are presented in a dedicated playback list.

SIMPLE PLAYBACK, DETAILED ANALYSIS

Calls are easy to play back. Simply double click the call from the on-screen list and press “Play”. However, for detailed analysis the player has a comprehensive set of features including speed controls; looping; wave forms; stereo channel separation; call markers and notes.

EASY EXPORT & ARCHIVE

You can save & export recordings as wma or wav files direct from the player. Encrypted calls are saved automatically and can be archived to disk or other storage devices with ease. Calls can be exported singly or in bulk. Sound bites can also be extracted from long or confidential calls.

CONTROLLED ACCESS

Access to recordings reflects the different management & authority levels in your own organisation, although permissions can be tailored to individual needs.

SELECTIVE RECORDING

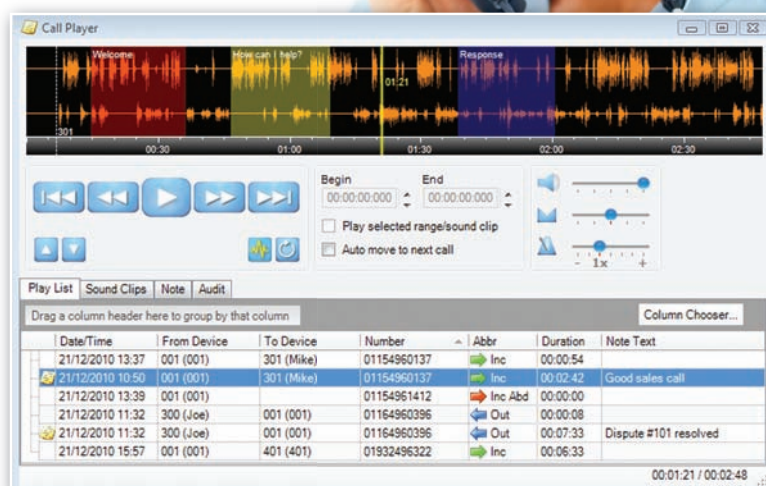
KSS Call Recorder normally records all calls. However, recording rules enable you to select extensions on which calls are not recorded, for example a director's phone.

CONFIDENTIAL

Recording controls & secure encryption satisfy current rules on safe storage of customer information, including PCI DSS standards. Recorded calls can only be replayed by people with authorised access to KSS Call Recorder and a comprehensive audit trail to confirm all access details.

FOR ANY BUSINESS

- All calls encrypted & stored securely to comply with current legislation.
- Intuitive search facility makes calls quick and easy to locate.
- Fully featured player makes call analysis simple and effective.
- Used by all kinds of organisation from local authorities & commercial organisations to doctors and accountants.



Date/Time	From Device	To Device	Number	Abbr	Duration	Note Text
21/12/2010 13:37	001 (001)	301 (Mike)	01154960137	Inc	00:00:54	
21/12/2010 10:50	001 (001)	301 (Mike)	01154960137	Inc	00:02:42	Good sales call
21/12/2010 13:39	001 (001)		01154961412	Inc Abd	00:00:00	
21/12/2010 11:32	300 (Joe)	001 (001)	01164960396	Out	00:00:08	
21/12/2010 11:32	300 (Joe)	001 (001)	01164960396	Out	00:07:33	Dispute #101 resolved
21/12/2010 15:57	001 (001)	401 (401)	01932496322	Inc	00:06:33	



K|S|S CALL MANAGER

Monitor • Measure • Manage

Control of costs and gains in productivity rely on accurate information. When it comes to the telephone, KSS Call Manager provides busy managers with all the information they need to monitor and manage communications profitably.

SIMPLE SOLUTIONS

EVERY CALL IS LOGGED

At the heart of KSS Call Manager is a call processor which logs details of every call - including missed calls. This wealth of data supports a wide range of reports, on screen statistics and much more to make your organisation more productive.

ACT ON MISSED CALLS

Missed calls can mean lost opportunities. KSS Call Manager highlights calls where customers ring off before they can be answered. With this information a rapid call back may rescue a sale from a competitor. Unreturned calls are listed separately and as soon as a missed call is returned successfully the number is removed from the list.

COMPREHENSIVE REPORTING

More than 200 pre-defined reports make it easy to identify all kinds of opportunities for performance improvement. Regular reports can be scheduled to run automatically and output in a variety of formats. A choice of delivery options, including e-mail, offer rapid access to this information, even if you are out of the office.

CUSTOM REPORTS

It's easy to edit the standard reports or to design your own to drill down to the fine detail you need for in-depth analysis.



“Management by exception approach keeps you informed but alerts you only when intervention is necessary.”

CALL STATISTICS AT A GLANCE

Screen displays give you details of every aspect of call activity as it happens. Displays can be individually designed and saved to report whatever aspects of call activity are most important to different users.

The displays are dynamic, constantly changing throughout the day to show the latest statistics about call and system performance. Information can be displayed in a number of formats, each designed to present important facts clearly and with impact.

Some windows can be used to add emphasis to a single statistic, for example the running daily total of missed calls. Alternatively, graphs can plot call volumes at regular intervals throughout the day.

Because the screen view can be customised to suit individual needs, it means different extensions can be grouped together so supervisors can see how their teams are performing. For example, statistics for missed calls, average call duration and percentage of calls answered within a given time, paint a good picture of changing levels of customer service.

ANTICIPATE PROBLEMS

KSS Call Manager alerts busy managers only when exceptions occur to the operational parameters they set. For example, unauthorised international calls or calls to premium rate numbers. A range of trigger points for alerts means you can choose the level at which different people need to become involved. A choice of delivery options, including e-mail, means you can get direct notification wherever you are.

Add an extra dimension to alerts with RT. Know when calls in queue exceed limits or when people are too busy to handle them.



KSS Call Manager gives you all the facts you need for measured management decisions

DATA INTEGRATION

KSS Call Manager can incorporate company data and other non-telephone information into screen displays, which means, for example, that sales people can see not just how many calls they handled but also the value of orders they secured.

REAL TIME INFORMATION

Embellish standard call statistics with additional information that can only be accessed with RT technology. For example, details of call queues or the time taken to answer calls. Information that's essential to handle potential service issues as they arise.



EXTENSION STATUS IN REAL TIME

A major benefit of KSS Call Manager RT is the opportunity to see the exact status of all extensions in real time, just like a switchboard. Screen displays change instantly to show when an extension is busy, free or off-hook and whether a call is inbound or outbound or internal. Because this enhanced information is delivered by KSS Call Manager and not the handset, system hardware costs may be reduced.

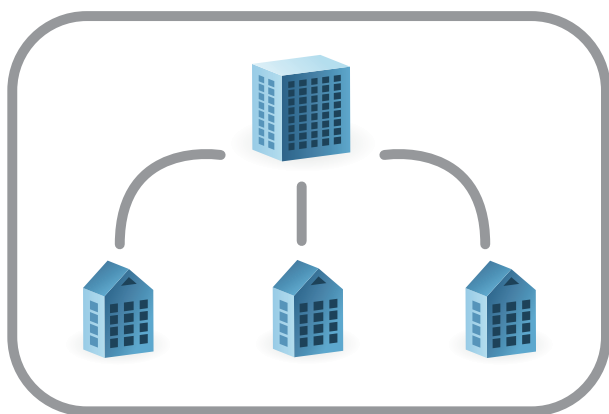
BIG SCREEN MOTIVATION

Although individual performance statistics are available on the computer monitor, they can also be displayed on a wall mounted screen to give your sales or support teams extra motivation to beat their targets. You can even create on-screen league tables with running accounts so each team member can see how they are doing against their colleagues - minute by minute throughout the day.

“Real time means just that! See the detailed status of every extension... busy, free or off-hook, as it changes.”

MULTI USER & MULTI SITE

The management information generated by KSS Call Manager is available to as many users as you choose to license. The application can also operate across multiple sites. Each branch benefits from the full range of statistics and functionality for its own site, yet this same information can also be viewed at head office as individual or aggregated statistics. This is possible even if the type of telephone system varies from site to site.



HOT-DESKING

KSS Call Manager supports hot-desking, which means as soon as staff log onto a PC they are automatically associated with the adjacent telephone extension and all calls to that extension are then assigned to the correct user.

CALL ACCOUNTING

The detailed information held by the call processor means KSS Call Manager can calculate and allocate call charges to any extension or DDI.

SECURE ACCESS

KSS Call Manager uses a unique user hierarchy to control access. This reflects the management structure and authority levels in your own organisation. For added security, the entire system is under the control of a nominated administrator.

FOR ANY BUSINESS

- Precise statistical data makes it easy to identify opportunities for enhanced performance.
- Accelerated return on investment can cost justify upgrading to more advanced telephone equipment.
- Individual performance statistics motivate increased competition and enhanced achievement.
- Management by exception approach is fundamental to system design, improving control and productivity.



K|S|S CALL CONTROL

Precise • Dynamic • Professional

KSS Call Control integrates call control and business data on the computer desktop to enhance the caller experience. The valuable seconds you save on every call soon add up to increased productivity.

SIMPLE SOLUTIONS

DESKTOP CALL CONTROL

All the telephone controls, from simple functions like dial, answer or transfer to more complex options like call parking, call forwarding and do not disturb, can be launched from the on-screen menu with one click of the mouse. Intuitive controls make using advanced features simple.

CLICK & DIAL

KSS Call Control enables you to simply click and dial a number from other applications. Say, a web browser, your unreturned calls list or a company phone list. This saves precious time and improves dialling accuracy.

CUSTOMISED ACTION SCREENS

Special on-screen 'action views' with individually programmable buttons, give rapid access to frequently dialled numbers and make it easy to launch specific applications that you use a lot, like a particular web page or a price list on pdf.

You can even compile your own 'mini switchboard' with action buttons for the internal extensions you contact most frequently and reach these with one click of the mouse. You can also see the status of all these extensions in real time, - who is busy, who is free and whether calls on busy extensions are inbound, outbound or internal. Knowing in advance what's happening on a particular extension improves customer service.



“Customised action views give fast access to contacts and data you use frequently.”

TAKE CONTROL WITH ACTION SCREENS

Speed Dial Buttons	Single click dialling from your own list.
Application Buttons	Launch frequently used web pages, documents, etc.
Extension Buttons	See activity on extensions of your choice & redirect calls accordingly.
Service Codes	Control advanced phone features such as night service.
Multiple Action Screens	Configure up to 10 screens with up to 100 buttons on each.

FOR ANY BUSINESS

- Save time - control basic and advanced telephone functions direct from your computer desktop.
- Customised action screens make access to frequently used contacts and sources of data fast and convenient.
- Screen pops help staff offer a warmer, more professional welcome to callers.
- Enhance customer service by automatically matching caller details with related database information.

SCREEN POP CALLER INFORMATION

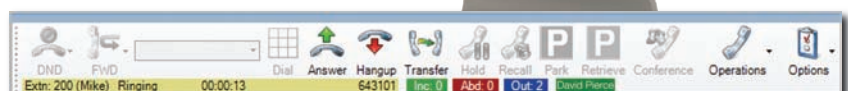
KSS Call Control uses 'screen pops' to give you on-screen information about the caller before you take the call. This information can be delivered from a variety of sources, for example, Microsoft Outlook®, and helps you prepare a warmer, more professional welcome.

Where your organisation uses other proprietary databases supported by KSS Call Control, say, Sage accounting software, the screen pop can provide a seamless link to the actual customer data in this application. This saves time handling customer enquiries and in processing orders.

An innovative feature of KSS Call Control enables these details to be transferred with the call, offering similar functionality to the next call handler.

SUPPORTED DATABASES

KSS Call Control is designed to support a range of popular CRM and accounts databases including Microsoft Outlook; ACT!; Goldmine; Maximizer; Sage Line 50 and Microsoft CRM4. Custom scripts are also available for organisations that want to access records in bespoke database applications.



Compact toolbar saves desktop space

SPECIFICATIONS

KSS CALL MANAGER

Features	Essentials	Professional	RT
Single User	•		
Multi User		•	•
Call Costing	•	•	•
Trunk/Extension Real Time Call Statistics Display	•	•	•
DDI/Account Code Real Time Call Statistics Display		•	•
Advanced Real Time Call Statistics Display		•	•
Configurable Wallboard Displays		•	•
Standard Reports - Types	6	15	15
Report Filtering - Extension, DDI, etc.	•	•	•
Report Scheduling		•	•
Unreturned Calls		•	•
Searchable Call Lists	•	•	•
External Data Integration		•	•
Alarm Types		10	15
Real Time Extension, DDI Status			•
Queuing Calls Display			•
Multi Site		•	•

KSS CALL RECORDER

Features	Essentials	Professional
Multi User	•	•
Extension Matching		•
Basic Call Playback	•	
Enhanced Call Playback		•
Single / Bulk Call Export		•
Recording Archiving	•	•
Keyword Search		•
Multi Site		•
Recording Rules		•
Playback Security		•
Sound Clips		•
Call Auditing		•

KSS CALL CONTROL

Features	Essentials	Standard	Professional
Basic Call Control	•	•	•
Click and Dial	•	•	•
Advanced Call Control		•	•
Personal Call Statistics		•	•
Personal Call Log	•	•	•
Action Buttons - Pages per User		1	10
Speed Dial / Extension Status Action Buttons		•	•
Application Launch Action Buttons			•
Service Codes Actions Buttons			•
Internal Database Screenpop	•	•	•
Screenpop from Standard Database		•	•
Custom Screenpop Database Support			•
Screenpop Data Transfer			•

KSS Call Manager RT and KSS Call Control require third party TAPI driver support from the telephone system. Some features depend on information being available from the connected telephone system.



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