

Telephone Reporting System



Uses of the system

A telephone data collection and reporting system is essential and useful where there is no need for a complete and cumbersome system, in cases such as a small number of employees, or employees spread in a number of remote locations, where a central location does not exist.

Data collection software is installed on a PC, from which it registers reports done over the phone, and an audio message is accordingly generated to the reporter.

The system offered includes:

- PC computer
- Communication software
- A modem with identified call and voice mail (the number of modems varies according to the amount of people reporting)
- The amount of hardware required will depend on the amount of incoming simultaneous calls.

Reporting options & characteristics

- The customer can record, over the phone, various messages, to be heard by the reporting employee.
- The system supports 6 kinds of messages:
 - A general opening message
 - Different codes for reporting
 - Acceptance message for all report kinds
 - Error message - non existing employee
 - Error message - wrong code
 - Error message - reporting to an unauthorized line
- Reporting can be done simultaneously while message is being played - no need to wait until message ends
- Call is automatically disconnected once the report has been accepted
- There is a limitation on the maximum duration of a call - the line cannot be kept open for long periods

Improved services
Efficiency
Real-time alerts
Use of existing infrastructure

System advantages

Employee's attendance data - in real time

Verification of reports' authenticity

A simple system based on standard components

Full integration with Synel's terminals

One communication software for both terminals and the telephone reporting system

An instant alert to the company's headquarters on an employee failing to report

An automatic SMS (text message) alert to manager / regional manager



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