



## Teleopti Pro Service Pack 3 improves your flexibility

In the new service pack 3 for Teleopti Pro we have focused on improving flexibility and making it easier to manage permissions.



### **Create your own security templates and roles**

In order to make it easier and quicker to add new users to Teleopti Pro, you can use the new Security Templates. Create a template with a collection of permissions and then use the template whenever new users are added. This will save you a lot of time.

For further flexibility you can also create your own roles and select the functions they are to contain. This will make it easier to manage what functions a particular user can access and allows you to tailor roles to your organisation.

### **View the present period**

At the user level, it is possible to set if the present (open) period is to be available for viewing, since you often would like to restrict access to this information to a select number of people.

### **Simplified service management**

Management of services is simpler; you can now handle subscriptions directly from the service settings. You can see which objects have a particular service, and choose to unsubscribe or move it to My Objects and book a new service. This means an simpler and more efficient workflow.

### **Quality follow-up on IP telephony**

There are two new reports which allows you to follow up on your IP telephony. By measuring delays and lost data packets you can locate capacity problems. (MX One only).

### **Improved administration of measure groups**

Measure groups have been improved to make management easier. You can filter the list of measure groups by node, and a history of changes is kept for each measure group.

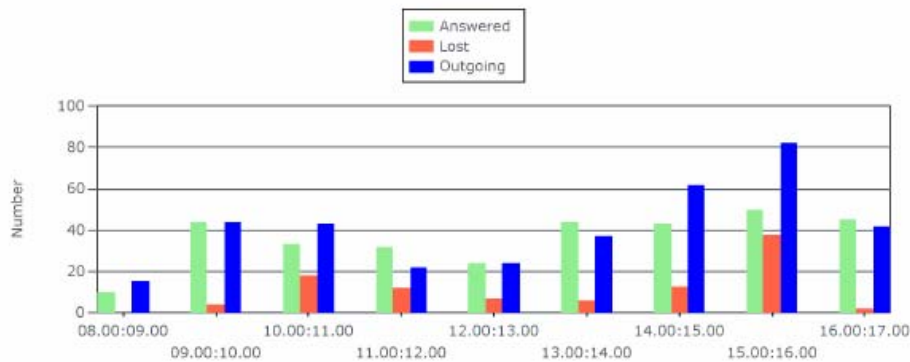
Users can be designed as administrator of measure groups in the security module. This means that the user will automatically have access to all new measure groups as they are created, regardless of who has created them. This is useful if you have several administrators working with measure groups.

## Much anticipated Activity report

A new activity report provides an overview of all activity (incoming and outgoing traffic). This report is much anticipated and lets you follow up on traffic for an answer group.

Activity report		1 26/05/2009
Answer Group	Marketing Produktledning & Partners CCC	
Date	01/01/2001 - 04/03/2009	
Period	08.00 - 17.00	

### Calls



Waiting Time	Share lost calls	Total Number Of Calls	Total activity
	31%	425	696

Period	Answered			Lost	Outgoing	Call duration		Waiting Time
	Total	External	Internal			Answered	Outgoing	
08.00:09.00	10	10	0	0	15	0:11:54	0:25:24	
09.00:10.00	44	44	0	4	44	1:07:12	2:14:42	
10.00:11.00	33	26	7	18	43	1:01:42	3:02:00	
11.00:12.00	32	31	1	12	22	0:58:30	2:14:00	
12.00:13.00	24	22	2	7	24	0:50:06	1:48:30	
13.00:14.00	44	41	3	6	37	2:47:12	2:39:36	
14.00:15.00	43	40	3	13	62	1:22:54	5:29:42	
15.00:16.00	50	48	2	38	82	1:55:48	6:03:00	
16.00:17.00	45	41	4	2	42	1:13:42	8:55:24	
<b>Total:</b>	<b>325</b>	<b>303</b>	<b>22</b>	<b>100</b>	<b>371</b>	<b>11:29:00</b>	<b>32:52:18</b>	

## More user friendly dynamic traffic report

When data for mobile calls are imported from a file for a period that has already been closed, the costs are applied on the next period. It might then be useful to be able to see when the calls actually were made, for optimum follow-up. In those cases, an "actual call date" field can be added to the dynamic traffic report. Selections can also be saved for later use.



## Other improvements

- ✚ If you are using Windows login, you do not need to provide a password in Teleopti Pro.
- ✚ Permissions to an organisation group automatically entail permissions to all objects in that organisation group, but not to other objects.
- ✚ The layouts for a number of selected Operator Reports have been improved for clarity.
- ✚ The user interface for tables has been improved.
- ✚ As of SP3, a license key is needed to activate Teleopti Pro.

**Teleopti** is the leading provider of solutions for strategic Workforce Management and Telecom Expense Management. Hundreds of enterprises around the world rely on solutions from Teleopti to attain optimal operation efficiency and provide the highest levels of service.

Teleopti, established in Stockholm, Sweden in 1992 operates through a comprehensive network of partners. Teleopti has offices in Stockholm, Strängnäs, Moscow, Helsingfors, Oslo, London, Frankfurt, Madrid, Istanbul, Moskva, New Delhi and Dubai.

[www.teleopti.com](http://www.teleopti.com)   [info@teleopti.com](mailto:info@teleopti.com)   Telefon +46 8 568 950 00

© 2008 Teleopti AB all rights reserved.