

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:

- 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 modems required will depend on the amount of incoming simultaneous calls.
- Special SY-Server software
- DLL (option)

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



Telephone Reporting System



The new Telephone Data Collection System feature is an additional reporting method enabling SY-Server to receive reported data from the various Synel terminals as well as via SMS and telephone (touch-tone). Employees can report IN/OUT using TAPI technology adapted to your requirements.

The system, that can be used on 8 external / internal telephone lines, can identify the data source (i.e.: telephone number).

Reporting time (from initiation of voice mail until confirmation of receipt of voice reporting) is approximately 20-30 seconds (including dialing), depending on vocal announcement time.

When planning/adjusting your telephone exchange infrastructure, you must take into consideration TDCS usage as well (i.e.: in certain 1000 employee municipalities a 12 line exchange is used). You should mainly take into account:

- Employee reporting rate
- Number of employees

The exchange constraints will influence TDCS reporting via SY-Server.

TDCS Hardware Requirements

- Modem (external) V92 standard/ voice board (internal):
 - When an external device is used it is connected via a direct COMM connection or USB
 - If extension recognition is required, Caller ID must be supported. (Enables restricting the employee to place the call from a specific location).Currently supported are:
US-Robotics Message modem, Dialogic D/4PCI Voice Board
Note: In inter-organizational exchanges, an ID caller is supported usually in smart devices only. It is impossible to connect a modem to smart phone lines.
- Telephone tone support (employee reports using phone keys)
- Optional - Router, directs incoming calls via a leading number to available extensions.

Operation

The SYServer is installed on your PC and simultaneously manages data received from terminals, SMS and telephone. All reported data is transferred to the DLL for verification. In telephone reporting the feedback will be given online, via a voice message. This service is required online at all times, therefore it is recommended to implement on one of your organization servers