

**BtL Call Performance Management - Pricing**

BtL's Perform NT is a planning tool that addresses key business challenges faced by organisations managing a high volume of calls. It provides an insight into multiple historical and real-time parameters to determine calling patterns, dropped calls, response and average handling time. The information is grouped and summarised by year, month or day so that trends can be identified and a proactive approach taken to resolve any potential issues.

BtL's Perform NT enables BtL to offer you a more holistic portfolio with minimal upfront investment and ongoing maintenance. Our system uses the award winning Evo21 service delivery platform, the most widely used service platform in the UK telecom industry.

**Key Features:**

- Inbound and outbound call analysis
- Call waiting times
- Average call duration
- Peak period analysis
- Dropped and engaged calls
- Trunk utilisation reporting
- Graphical, PDF, CSV and e-mail reports
- No upfront investment
- Rapid roll out
- Fully automated

**Ask yourself...**

How much does a lost sales call cost your organisation?  
Equally how does your business know if you have more lines than actually needed?



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#### How does Perform NT work?

BtL's Perform NT consumes raw call data directly from Openreach telephone exchanges and turns this data into reports and charts to provide the end user with an accurate presentation of the performance of their call centres. As this data is sourced directly from the exchange, there are a number of significant benefits over traditional call reporting:

- Perform NT is an exchange based system – call statistics are provided irrespective of the exchange type or line type
- Both inbound and outbound calls are captured
- Perform NT captures calls that are not answered, including engaged and abandoned calls
- Ring time is recorded for every call
- Daily call data is obtained directly from Openreach and uploaded automatically
- No capital investment required, Perform NT is fully hosted and managed by BtL

Perform NT provides a suite of graphs and reports at your fingertips, including:

- Time based analysis?
- Analysis per day of the week
- Call duration analysis
- Ring time analysis
- Lost opportunities
- Additional ring time statistics – how does hour of day affect ring time?
- Capacity planning – do we have enough capacity to deal with demand?
- Directional analysis – do we make more calls than we receive?

#### Pricing

Pricing is based on the inbound and outbound call volume as stated in the table below.

| Call Volume        | Cost   |
|--------------------|--------|
| Up to 5,000 calls  | £10.00 |
| Up to 10,000 calls | £15.00 |
| Up to 20,000 calls | £20.00 |
| Additional 20,000  | £10.00 |