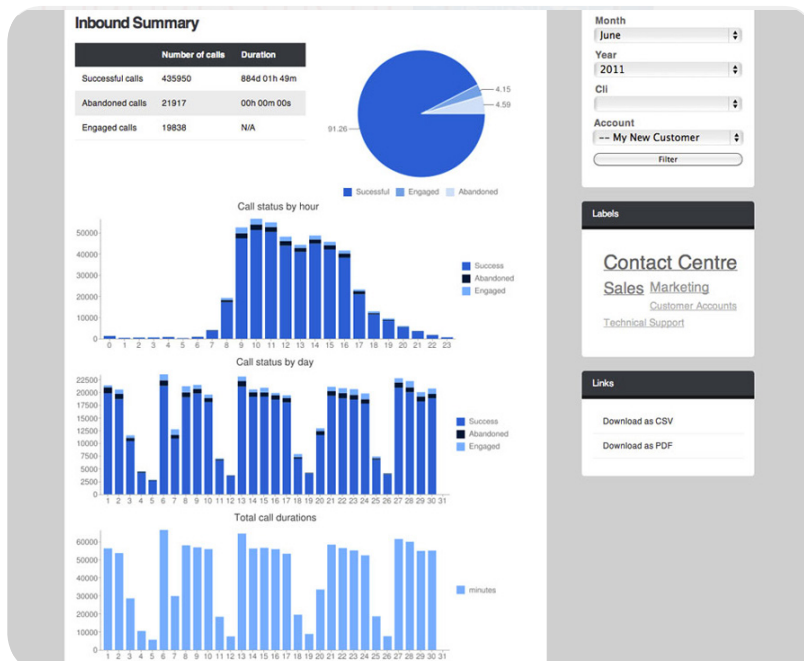


## Enterprise Call Performance

BtL's PerformNT 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 PerformNT enables BtL to offer a more you a 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.

## Ask yourself...

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

## 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 email reports
- No upfront investment
- Rapid roll out
- Fully automated

### How does PerformNT work?

BtL's PerformNT consumes raw call data directly from Openreach telephone exchanges and turns this data into reports and charts to provide the user with an accurate representation 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:

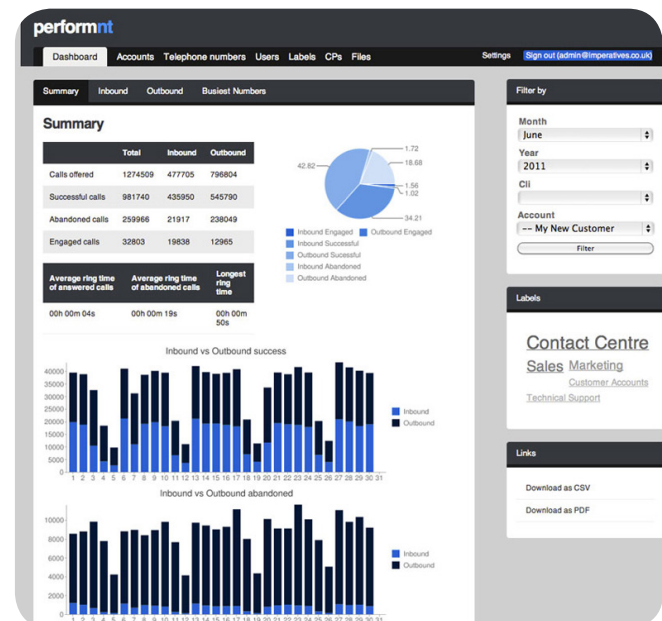
- PerformNT is PBX and line-type diagnostic – call statistics are provided irrespective of the exchange type or line type
- Both inbound and outbound calls are captured (including calls carried via IDA or CPS)
- PerformNT captures calls that are not answered, including engaged and abandoned calls
- Ring time is recorded for every call
- Daily call data is obtained directly from Openreach and uploaded automatically
- No capital investment required, PerformNT is fully hosted and managed by BtL

**Easy to set up,  
Simple to manage!**

### You can't manage what you don't measure:

PerformNT 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?



**If you would like to see what PerformNT can do, please  
call us on 0800 011 4088 or email [info@btlc.co.uk](mailto:info@btlc.co.uk)**